

Privacy Policy of Manchesters Solicitors, trading as Manchester Durman.

Introduction

We are committed to protecting your personal data in accordance with UK data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This policy explains how we handle your information when you interact with us, whether through our website, as a client, or in other ways. If you have any questions, please contact our Data Protection Officer using the details provided at the end of this policy.

What is personal data?

Personal data refers to any information that can identify you as an individual, either directly or indirectly when combined with other data. This includes basic details like your name or contact information, as well as more sensitive details such as financial records or health information.

What personal information do we collect about you?

As a law firm specialising in non-contentious private client matters such as Wills, probate, lasting powers of attorney, and residential property law, we collect various types of personal data necessary for our services. This may include your name, address, email, phone number, date of birth, financial details, identification documents, and sensitive data like health information (e.g., for lasting powers of attorney) or details about family circumstances or source of funds and wealth. We obtain this information from you directly, from third parties involved in your matter (such as other professionals or family members with your consent), or through public sources where relevant. Our website may also automatically collect usage data, like IP addresses or browser details, via cookies or similar technologies—please refer to our Cookie Policy for more information.

How do we collect data?

We gather data through direct interactions, such as when you fill out forms on our website, email us, call our office, or engage us for legal services. This includes initial inquiries, signing contracts, providing instructions during your matter, or attending meetings. We may also receive data from external sources, like referring professionals or regulatory bodies, always ensuring it aligns with data protection requirements.

How will we use the information that we collect?

We use your data primarily to provide our legal services, manage your instructions, and fulfill our professional obligations. This includes preparing documents, communicating with you, verifying your identity to comply with anti-money laundering rules, and handling payments. We may also use it for internal purposes like auditing, improving our services, or sending you updates about legal changes relevant to your interests, unless you opt out. Please note that, as a firm regulated by the Solicitors Regulation Authority (SRA), we may be required to allow the SRA to inspect client files and data for regulatory purposes, such as audits or investigations.

What is the legal basis for processing your personal data?

We process your data based on several lawful grounds:

To perform our contract with you or take steps before entering a contract (e.g., providing a quote).

To comply with legal obligations, including those under SRA rules, anti-money laundering laws, and court requirements.

With your consent, for specific purposes like marketing or processing sensitive health data.

For our legitimate interests, such as maintaining records for quality control or defending potential claims, provided this does not override your rights.

For sensitive (special category) data, we rely on explicit consent or other bases like establishing legal claims.

Marketing

We may use your contact details to inform you about our services, events, or legal updates that we believe may interest you. You can opt out at any time by contacting us, and we will not use your data for marketing if you have not consented or if you withdraw consent. We retain marketing preferences for a reasonable period to honour your choices.

Do we disclose your information to anyone else?

We share data only when necessary, such as with barristers, experts, courts, or other parties involved in your legal matter. We may also engage third-party service providers for IT support, document storage, or compliance checks, ensuring they are bound by contracts to protect your data. In rare cases, we disclose information to regulators like the SRA (Solicitors Regulation Authority) via secure web links, law enforcement, or in the event of a firm merger. We do not sell your data and take steps to ensure any international transfers comply with UK GDPR safeguards.

How do you keep my information secure?

We implement robust security measures, including encryption for electronic data, secure storage for physical files, access controls, and regular staff training on data protection. We verify identities before sharing information and monitor for potential breaches. While no system is infallible, we strive to minimize risks and notify you and authorities if a breach occurs that affects your rights.

How long will you retain my data for?

We keep data only as long as necessary for the purposes collected, including legal and regulatory requirements. For client files, we typically retain information for at least 6 years after a matter concludes, or longer (e.g., 15 years for Wills or probate) to meet SRA standards and potential future needs like claims. Once no longer needed, we securely delete or anonymize it.

Contact us for details on specific retention periods.

What are your rights?

Under UK GDPR, you have rights regarding your data, including:

- Access:** Request a copy of your data.

- Rectification:** Correct inaccurate information.

- Erasure:** Ask for deletion in certain circumstances (though legal obligations may prevent this).

- Restriction:** Limit processing while issues are resolved.

- Portability:** Receive your data in a transferable format.

- Objection:** Challenge processing based on legitimate interests or for marketing.

These rights are not absolute and depend on the context. To exercise them, contact our Data Protection Officer—we respond within one month, free of charge unless requests are excessive. If dissatisfied, you can complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

Review

We review this policy periodically to reflect changes in our practices or laws. Updates will be posted on our website, with the date of the last revision noted below. Significant changes may be notified directly if we hold your contact details.

Who are we and how to contact us?

Manchester Durman (a trading name of Manchesters Solicitors) is a two-partner law firm regulated by the Solicitors Regulation Authority (SRA) under number 58391. The partners are James Manchester and Andrew Durman. We are the data controller for your personal data. Address: 19 to 21 Limpsfield Road, Sanderstead, South Croydon, Surrey CR2 9LA, UK. Data Protection Officer: James Manchester Email: james@manchesterdurman.com

Phone: 020 8651 3118

For complaints or further advice, contact the ICO. Last updated: February 14, 2026