

Website User Terms

Thursfields Legal Limited (we/us) are committed to protecting and respecting your privacy. We comply with the requirements of the General Data Protection Regulations (the regulations). For the purpose of the regulations we are a data controller and our main office is at 9-10 The Tything, Worcester, WR1 1HD.

This document sets out the basis on which any personal data that we collect from you via our website or that you provide to us is used (processed) by us.

Making an Enquiry through our Website

If you submit an enquiry form via our website, you will provide us with the following personal data:

Name, Email, Telephone number, Address and any details of your legal matter provided in the 'Message' section.

This information will be used to direct your query appropriately and then to contact you in order to respond and assist you.

If you decide to instruct us then we will save your information to our internal database and will provide you with a full Client privacy notice to indicate how this data will be stored, used and advise you of your rights with regard to your data.

Should you choose not to instruct us then we will delete your personal data from our systems in line with our Company email deletion guidelines. Enquiry forms are held within the website database and deleted every 90 days.

Making Payments to Us

If you make a payment via our website, you will provide us with the following personal data:

Name, Email, Address and Financial information relating to the transaction.

This information is processed by SagePay (based inside the EU) and will be used to notify us that your payment has been made. This information will be stored in line with our data retention policy outlined in our terms of business.

Your Rights

You have a number of rights related to your data. You can:

- Request access to your personal data (commonly known as a "data subject access request");
- Request correction of the personal data that we hold about you;
- Request erasure of your personal data;
- Object to processing of your personal data;
- Request restriction of processing of your personal data;
- Request the transfer of your personal data to you or to a third party;
- Withdraw consent at any time where we are relying on consent to process your personal data e.g. in relation to marketing.

You can obtain further information about how and when you are able to exercise these rights by visiting the website of the Information Commissioner's Office at ico.org.uk.

If you would like to exercise any of those rights, please contact Lorna Tipple at Thursfields, 9-10 The Tything, Worcester, WR1 1HD; Tel: 07394 564 490 ltipple@thursfields.co.uk

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

You block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

Cookies used by Google for the purposes of website analytics will expire after certain periods of time, details of which can be found <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

Google Analytics

This website uses Google Analytics to help analyse how our visitors use the site. The tool uses cookies to store information, such as what time the current visit occurred, whether the visitor has been to the site before, and what site referred the visitor to the web page. A different cookie is used for each website, and visitors are not tracked across multiple sites. The information generated by the cookie about your use of the website (including IP address) is transmitted to Google. This information may then be used to evaluate visitors' use of the website and to compile statistical reports on website activity for us.

To disable this type of cookie, some browsers will indicate when a cookie is being sent and allow you to decline cookies on a case-by-case basis. In addition to declining cookies, you can also install the Google Analytics Opt-out Add-on in your browser, which prevents Google Analytics from collecting information about your website visits.

We will never (and will not allow any third party to) use the statistical analytics tool to track or to collect any Personally Identifiable Information (PII) of visitors to our site. Google will not associate your IP address with any other data held by Google. Neither we nor Google will link, or seek to link, an IP address with the identity of a computer user. We will not associate any data gathered from this site with any Personally Identifiable Information from any source, unless you explicitly submit that information via a contact form on our website.