

## **THE DIVORCE COMPANY LTD PRIVACY POLICY AND GDPR COMPLIANCE**

Data protection is of a particularly high priority for the management of The Divorce Company Ltd. If you use the website the processing of personal data is necessary.

The Divorce Company Ltd fully endorses and adheres to the principles of data protection, as set out in the Data Protection Act 1998. is registered as a Data Controller with the Information Commissioners Office (ICO), as is required under the Data Protection Act 1998.

The processing of personal data such as the **name, e-mail address**, or other user specific information of a data subject, shall always be in line with the General Data Protection Regulation (GDPR), and in accordance with the country-specific data protection regulations applicable to The Divorce Company Ltd. . By means of this data protection declaration, our company would like to inform our clients and users of our website, of the nature, scope, and purpose of the personal data we collect, use and process. Furthermore, data subjects are informed, by means of this data protection declaration, of the rights to which they are entitled.

As the controller, The Divorce Company Ltd has implemented numerous technical and organisational measures to ensure the most complete protection of personal data processed through this website, and all our web-site domains.

We only use your data to process your service with us and to provide you with information regarding our services or services from related companies and comply with the General Data Protection Regulation (GDPR).

The data protection declaration of The Divorce Company Ltd is based on the terms used by the European legislator for the adoption of the General Data Protection Regulation (GDPR). Our data protection declaration should be legible and understandable for the general public, as well as our clients and business partners. To ensure this, we would like to first explain the terminology used.

In this data protection declaration, we use, inter alia, the following terms:

a) Personal data

Personal data means any information relating to an identified or identifiable natural person (“data subject”). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, e-mail, department name or company name.

b) Data subject

Data subject is any identified or identifiable natural person, whose personal data is processed by the controller responsible for the processing.

c) Processing

Processing is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

d) Restriction of processing

Restriction of processing is the marking of stored personal data with the aim of limiting their processing in the future.

e) Controller or controller responsible for the processing is the natural or legal person which, alone or jointly with others, determines the purposes and means of the processing of personal data.

f) Processor

Processor is a natural or legal person which processes personal data on behalf of the controller.

g) Recipient

Recipient is a natural or legal person to which the personal data are disclosed, whether a third party or not.

h) Third party

Third party is a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

i) Consent

Consent of the data subject is any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

Controller for the purposes of the General Data Protection Regulation (GDPR), is:

The Divorce Company Ltd

Registered office address at:

Dowren House  
Foundry Lane  
Hayle  
Cornwall  
TR27 4HD

Phone: 01736 759045

e-mail: [info@thedivorcecompany.co.uk](mailto:info@thedivorcecompany.co.uk)

The Divorce Company Ltd operates the following website:

<http://www.thedivorcecompany.co.uk>

The Divorce Company Ltd use your data in order to provide the service you have specified.

**As a legal service provide we collect the following data from you:-**

- Your name
- Your address
- Your phone number(s)
- Your email address
- Details of your spouse / partner
- Legally required information for the purposes of processing your service
- Anonymized information from third party analytics tools and cookies

**We collect the above data from you in a number of ways:-**

- On our websites
- By phone
- By other messaging services you agree to use
- By email

Your data is stored and processed securely on our in-house data security system.

We do not store credit or debit card details. We use the services of Sagepay and Paypal to take your payment, no information is stored on our servers and your data is secure.

**Use of third parties to communicate with you**

We use third party tools to communicate with you. These services are compliant with the GDPR. The

use of these third party tools is to ensure that you can communicate with us quickly and easily. You may at any time indicate that you do not wish to be communicated with all or any of these tools.

We will only use your personal data to fulfil your order or service and not for any marketing purposes other than to enhance our service to you or provide information relating to other legal services provided by us.

The following tools are used by The Divorce Company Ltd to communicate and your use of them is subject to the individual services privacy policies and terms and conditions.

Skype  
Facebook messenger  
Twitter  
Facebook

### **Our service providers**

#### **Email provider**

Our email services are provided by Gmail Google and hosted by Google on their servers and are fully compliant with the GDPR.

Please note we use standard email to send documents and emails are not encrypted. If you do not want documents sent by email we can arrange for them to be posted to you.

#### **Telephony services**

Our phone services are handled by British Telecom. No calls are recorded

#### **Personal details and documents**

Your personal details and any documents relating to your service are held on our secure data system. Your details will be held on our data storage system for 2 years from the conclusion of your service. This is to ensure that if you require any documents in relation to your case, we are able to access them from our archiving system. We will not use your data for any other purpose than to process your service.

#### **Use of third parties to process legal services**

We use third parties to fulfil your service and you give us explicit consent to transfer your data to them in order for your service to be fulfilled.

We only use the services of Walters & Barbary and or BMP Solicitor to provide third party legal services. If for whatever reason we recommend the use of another service, we will obtain your consent first. BMP & W&B will only share information about you that is necessary to fulfil your order and provide you with the service or related service.

### **COOKIES**

The websites of The Divorce Company Ltd use cookies. Cookies are text files that are stored in a computer system via an internet browser.

Our website uses cookies to distinguish you from other users of our websites and portals. This helps us to provide you with a good experience when you use the website of The Divorce Company Ltd. By continuing to use this website, you are agreeing to our use of cookies.

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:

**Performance cookies.**

These are cookies that collect information about how visitors use our websites for instance, which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor.

All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

**Necessary cookies**

These are cookies that enable The Divorce Company Ltd to provide you with the specified service you have asked for. These types of cookies are strictly necessary. No consent is required. By using the website you agree that we can place these cookies on your device. The Divorce Company Ltd website would not function without the use of these cookies. They are used to ensure users can navigate the site effectively and to operate the e-commerce shopping facility. The cookies do not collect data and are not available to third parties for advertising or marketing.

**Using browser settings to manage cookies**

To find out how to control or delete cookies in the web browser you are using visit <http://www.aboutcookies.org>

**Collection of data via website enquiry form submission**

The website of The Divorce Company Ltd contain information that enables an electronic contact to our company, as well as direct communication with us, which also includes a general address of the electronic mail (e-mail address). If a data subject contacts the controller by e-mail or via a contact form, the personal data transmitted by the data subject are automatically stored. The data submitted may include name, contact telephone number, e-mail address and more details about the enquiry. Personal data like this that is transmitted on a voluntary basis by a data subject to the data controller are stored for the purpose of processing or contacting the data subject. There is no transfer of this personal data to any third parties.

**Routine erasure and blocking of personal data**

The data controller shall process and store the personal data of the data subject only for the period necessary to achieve the purpose of storage, or as far as this is granted by the European legislator or other legislators in laws or regulations to which the controller is subject to.

If the storage purpose is not applicable, or if a storage period prescribed by the European legislator or another competent legislator expires, the personal data are routinely blocked or erased in accordance with legal requirements.

**Your rights to your data held by us**

- You have the right to request information on any personal data concerning you being held by The Divorce Company Ltd
- You have the right to request confirmation as to whether or not personal data concerning you has been processed.
- You have the right to access and obtain from The Divorce Company Ltd. free information about your personal data stored at any time and a copy of that information.
- You have the right to have rectified any inaccurate personal data concerning you held by The Divorce Company Ltd
- You have the right to request any personal data concerning you The Divorce Company Ltd holds, erased without undue delay on the part of The Divorce Company Ltd.

[If you wish to contact us about your data contact info@thedivorcecompany.co.uk](mailto:info@thedivorcecompany.co.uk)