**PRK Immigration Services - Privacy Policy**

**Our contact details**

Name: PRK Immigration Services

Phone Number: 07305973633

E-mail: info@prkimmigration.co.uk

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, name and contact details). This may include asking for and keeping a copy of your passport/driving licence and proof of address.
* We also collect and hold information about your case or legal problem.
* We normally collect your data when you provide it to us or when it is provided to us by others.  You may give us your data by email; through an online web form; over the telephone; face to face; or by post.

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* As part of collecting fees from you.
* In order to assist you with your case and legal problem.

We use the information that you have given us in order to assist you with your case and legal problem.

We may share this information with trusted third parties. We only do this where it is necessary for providing you with legal services or for the effective operation of our legal practice. For example, we may share your data with the interpreters, barristers, translators, experts and other professionals we would use in your case and companies that host our cloud storage servers.

Here’s the policy we apply to those organisations to keep your data safe and protect your privacy:

* We provide only the information they need to perform their specific services.
* They may only use your data for the exact purposes we specify in our contract with them.
* We work closely with them to ensure that your privacy is respected and protected at all times.
* If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent.** In some situations, we can collect and process your data with your consent. When collecting your personal data, we’ll always make clear to you which data is necessary in connection with a particular service**. You are able to remove your consent at any time. You can do this by contacting PRK Immigration Services.**

**(b) We have a contractual obligation.** The main purpose for our holding your data is to provide you with legal services under the agreement we have with you.  This agreement is a contract between us and the law allows us to process your data for the purposes of performing a contract (or for the steps necessary to enter in to a contract).

**(c) We have a legal obligation.** If the law requires us to, we may need to collect and process your data.   For example, we can pass on details of people involved in fraud or other criminal activity.

**(d) We have a legitimate interest.** In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our office and which does not materially impact your rights, freedom or interests.  This may include satisfying our external quality auditors or our Regulators.

**How we store your personal information**

Your information is securely stored.

We only keep your data for as long as is necessary for the purpose(s) for which it was provided. Normally this is for six years after your case or matter ends. We will then dispose your information by securely deleting them from our cloud storage.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@prkimmigration.co.uk if you wish to make a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us by email info@prkimmigration.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>