

Stratton Richards Privacy Policy

Stratton Richards takes your privacy seriously. This privacy policy has been compiled to better serve those who are concerned with how their 'Personal Information' is being used online. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personal Information in accordance with our website.

This Privacy Policy sets out how Stratton Richards complies with European Union data protection requirements, specifically those pursuant to the General Data Protection Regulation ("GDPR"), effective from 25th May 2018.

StrattonRichards.com

***Privacy Policy**

www.strattonrichards.com and the strattonrichards.com name is under the limited company of Fernard Limited. Fernard Limited is the Data Controller for strattonrichards.com. Fernard Limited's registered office:

Fernard Limited
115 Wilmslow Road
Handforth
Wilmslow
Cheshire
SK9 3ER

Stratton Richards is a trading name of Fernard Limited. Company registration number 09108448. Authorised and regulated by the Financial Conduct Authority in respect of regulated claims management activities: 836729.

https://register.fca.org.uk/ShPo_FirmDetailsPage?id=0010X00004Q3spDQAR

If you have any questions or queries towards the Data Controller (Fernard Limited) then please contact the office via a letter to the registered address above.

strattonrichards.com Website

How and why do we collect information about you?

At certain points during your visit to our website, we may ask you to enter personal details such as your name, address, telephone number or email address. You will also be asked whether you consent to use of that data and for what purposes it will be used. We will not use your data except to fulfil a request you make when disclosing those details and except in accordance with this Privacy Policy with your consent.

Fernard Limited is the owner and controller of the VPS and it is administrated and maintained in house.

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

Cookies

Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. We use cookies to help us remember and process how you ended up on the Stratton Richards website. These help us with marketing and provide an audit trail for the information which we collect off the data subject.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since browsers are a little different, look at your browser's Help Menu to learn the correct way to modify your cookies. Cookies are also used to enhance the user experience of the site. Not having cookies enabled may mean the site does not react in the way strattonrichards.com wish to have an end user experience.

Strattonrichards.com has a valid SSL certificate issued to Strattonrichards.com.
Strattonrichards.com is hosted by a Third-Party Company.
Strattonrichards.com is hosted on Digital Ocean on a VPS (Virtual Private Server).

To view Digital Ocean's Privacy Policy please click the link below
<https://www.digitalocean.com/legal/privacy-policy/>

Contacting Us

The legitimate interests of strattonrichards.com contacting you is to respond to any enquiries or queries which we have had to our website.

There are a number of ways in which you can contact Stratton Richards:

Email

All emails sent to info@strattonrichards.com are processed by Stratton Richards. Emails and documents sent via email can be stored by Stratton Richards for 6 years in accordance with SRA protocols. This also forms part of our audit history for compliance with (FCA). This is to dispute any complaints or inaccuracies of any file which has been passed on to our panel of solicitors.

Phone

Calling the phone number on the website calls the Stratton Richards office. (01625 469827) This phone number is a recorded phone line. Calls are recorded for monitoring and training purposes and also for reference if you wish to pursue a personal injury claim. Calls are kept for 6 years in accordance with SRA protocols. This also forms part of our audit history for compliance with (FCA). This is to dispute any complaints or inaccuracies of any file which has been passed on to our panel of solicitors.

Post

Stratton Richards does not use post as a form of Marketing. We only use postal services on the confirmation of a customer proceeding with a claim. Postal services may be used to collect –

- Policy Documents
- Any further information to assist with your claim being assessed.

Contact Form

Stratton Richards has an enquiry form embedded on the website.

This enquiry form is used as a point of contact and information gathering. Information entered into the contact form with agreement to the privacy notice means a member of the Stratton Richards team will be able to contact you to discuss your case further.

The information we will ask for, so we can get in contact with and provide appropriate service for the data subject is:

- Business Name
- Contact Name
- Phone Number
- Email
- How did you hear about us
- Has your business suffered losses
- Estimated loss of revenue to date
- Estimated amount of projected revenue losses

This information is used to ensure that StrattonRichards.com can give the most appropriate service on contacting the data subject to progress a claim. This data is passed on to a solicitor only if the data subject has agreed to this action by accepting and agreeing to the Privacy Policy.

Security of Information

strattonrichards.com takes measures to protect your data when entered on our website or when stored on our Client Management System (CMS).

These measures are to prevent or stop the unauthorized, unlawful or accidental deletion or changes which are made to the system.

Access is given to the minimal level for staff to actively perform in their roles. Access is Geographically limited with username and password access needed to view data. Data is stored in a locked on-site server and is backed up to the cloud to ensure disaster recovery procedures are adhered too.

strattonrichards.com as a domain uses SSL Software (SSL) to encrypt any data transfers which are made through our domain/website.

Information Regarding Third Parties (3rd Parties)

We do not receive data direct from third parties, but our website may be a link on another contact form from sources like social media.

This is done so Strattonrichards.com can provide the service of the Advert or Website from which the link was clicked on.

Stratton Richards occasionally receive B2B data from trusted GDPR compliant UK based databrokers only. We use Legitimate Interest as a reason for processing personal data.

Strattonrichards.com also uses its own direct marketing through forms of social media, PPC (such as Google) and radio advertisement on several radio stations.

We do not sell, trade or transfer data to outside parties (third parties). Data is passed on to a solicitor only at the request and confirmation of the data subject or party of the data subject.

The recipients or categories of recipients of your personal data

Stratton Richards confirm it will be necessary to provide your Personal Data to the following recipients for the reasons stated below:

To a Solicitor on the Fernard Ltd. panel for the purpose of processing your enquiry as to whether you have a legal claim in respect of which the Solicitor is willing to act on your behalf and/or responding to any other such enquiry you make with Stratton Richards. Any further processing of your data once the Solicitor panel member has entered into a contract with you would be the responsibility of the Solicitor.

In circumstances where the Solicitor agrees to act on your behalf, that Solicitor should provide you with its Privacy Policy in relation to the Personal Data it will control and/or process on your behalf prior to processing your Personal Data.

Sensitive Personal Information

Stratton Richards does not collect what is deemed as Sensitive Personal Information. This data will not be asked and will not be documented by Stratton Richards. Examples from the ICO are listed below.

race;
ethnic origin;
politics;
religion;
trade union membership;
genetics;
biometrics (where used for ID purposes);
health;
sex life; or
sexual orientation.

Rights of a Data Subject

As a Data Subject with strattonrichards.com you have rights under the General Data Protection Regulation.

The right to be informed;
The right of access;
The right to rectification;
The right to erasure;
The right to restrict processing;
The right to data portability;
The right to object;
Rights in relation to automated decision making and profiling;

To view your individual rights please view this documentation. This will outline your rights under GDPR by the ICO.

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Subject Access Request

A Subject Access Request (SAR) can be made by any data subject. Strattonrichards.com will comply with these requests as soon as possible after the identity of the data subject has been confirmed.

To make an SAR with strattonrichards.com please direct your request via email to: info@strattonrichards.com with the subject line "Subject Access Request" and please provide as much information as possible to aid us in performing this task.

You can also contact strattonrichards.com via post:

115 Wilmslow Road
Handforth
Cheshire
SK9 3ER

Within this letter again please provide as much information as you can to allow us to perform this task.

We have provided a link to the ICO guidelines on Subject Access Requests below to aid you with this task.

<https://ico.org.uk/for-the-public/personal-information/>

Charges may be deemed necessary if the request is deemed excessive in line with GDPR.

Want to enquire about your claim?

Contact Us
115 Wilmslow Road
Handforth
Cheshire
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