MERCERS

SOLICITORS

Privacy Policy
Mercers Law LLP

Privacy Policy

We understand that your privacy is important to you, and you care about the use of your personal data. We respect and value the privacy of our clients, employees, suppliers and all individuals whose data we process; this privacy statement explains what personal data or information we collect from you at various points in our relationship with you, and from people who visit our website, and how we use it. We would encourage you to read the information below.

Who are we?

Mercers Law LLP is a Limited Liability Partnership registered in England and Wales (OC441672), trading as Mercers Solicitors. Our registered office address is: 50 New Street, Henley-On-Thames, Oxfordshire, RG9 2BX. Mercers Law LLP is a registered Data Controller (ICO registration number: ZB517946).

What is Personal Data?

"Personal data" is defined by the UK General Data Protection Regulation (EU Regulation 2016/679) (the "UK GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data means, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, and information we collect as we handle your matter, but it also covers less obvious information such as your image, identification numbers, electronic location data, and other online identifiers.

Our role as a Data Controller

Mercers Law LLP is a Data Controller, which means we are responsible for the personal data we process in relation to our
-own prospective, current and previous employees;
-prospective, current and previous clients; and
-prospective, current and previous suppliers.

What personal data or information do we collect?

We collect personal data about our clients, our prospective clients, job applicants, our employees, suppliers and external experts. The personal information we collect may include your name, business address, email address, image, IP address, and information regarding what pages you access on this website and when. We provide greater detail about the data collected for each group of individuals below.

How do we collect data or information from you?

We collect personal information about you when you:

- Instruct us to act on your behalf
- Make an enquiry via our website or via email
- When you discuss your requirements with us via email or phone
- Use our website
- Work for or with the Firm
- Enquire about a job opportunity
- Exchange business cards with a member of the Firm

How is your information used?

We collect your personal data or information to operate the Firm effectively and provide you with a high-quality service. We may use your information:

- To deliver legal services to you on your instruction
- To answer enquiries that you make prior to any formal instruction.
- To avoid any conflict of interest as we represent you
- To process a job application
- To fulfil our obligations as an employer
- To provide benefits to you as an employee
- To adhere to regulations set out by the Solicitors Regulatory Authority
- To maintain security of our office and IT infrastructure
- To invoice you, and to track payments you make or payments made to you
- To help us understand our business, maintain quality and inform our decisions to help improve the services we deliver

We believe that all these purposes are justified on the basis of our legitimate interests in running and promoting the Firm, our contractual requirements to deliver the agreed legal services to you, and our legal obligations, both as a LLP and responsible employer. If you would like to know more, please read below:

- Clients
- Prospective clients
- Job Applicants
- Current and Former Employees
- External Experts
- Suppliers

Clients

As a Client, we will hold the following information about you:

- Name, date of birth and contact information.
- National insurance number
- Information relating to your legal matter
- Financial details
- Information and documents relating to the service we are providing, including communications with you.
- Billing and payment information

We store your information in our practice management system on our secure servers based in the UK, including communications with you which will be stored in our email

system. We are mainly paper-free, but where we hold paper copies of your information, we store this securely either in our Henley Office or at an offsite archive secure storage facility.

We will retain your client matter file for the duration of your matter, then for a minimum of: 7 years from the close of the matter for hard copy files; and 15 years from the close of the matter for electronic files (which are stored 'out of reach' and there is an approval process to access if necessary). We may be required to store some matter files for a longer period, for example due to regulatory requirements or the subject matter warrants it. We will retain financial records for 7 years after the end of that financial year. We retain official documents such as wills and deeds until you request them from us or issue different instructions, or until further notice.

Prospective Clients

As a prospective client, we may hold the following information about you:

- Name, date of birth and contact information.
- National insurance number
- Brief information relating to your legal matter, including initial communications with you
- Signposting information that we may have provided to you if we are unable to provide you with a service

We store your information in our practice management system on our secure servers based in the UK. Communications with you relating to your initial enquiry may also be stored in our email system for a limited period of time. We will retain minimal personal data about you thereafter to enable us to conduct conflict of interest checks as required by the Solicitors Regulatory Authority.

Job Applicants

When you apply for a job with us, we may hold the following information about you:

- Name, date of birth, and contact information.
- Information relating to your qualifications and experience
- Demographic information such as postcode
- References where we take them up
- Information and documents relating to the review, interview and selection process, including communications with you.

We store your information in our practice management system on our secure servers based in the UK. We will also store communications with you relating to the interview process in our email system. We will retain your personal data relating to the review, interview and selection process for a minimum period of 6 months and a maximum period of 1 years after interview.

Current and Former Employees

As a current or former employee, we may hold the following information about you:

- Name, date of birth, and contact information
- National insurance number and Unique Tax Reference (UTR)
- Information relating to your qualifications and experience
- Information and documents relating to your performance and supervision as an employee of the Firm, including communications with you
- Your photograph, including Passport and Driving Licence
- Financial information, such as bank details, pension scheme and salary details
- Information about your next of kin
- Health information

We store your information in our practice management system on our secure servers based in the UK, including communications with you which will be stored in our email system. We use an HR system to manage your employee record, including information about your experience, training and qualifications.

We retain your information for the duration of your employment contract, and then for a period of 7 years after you leave the Firm. Beyond this point, we will only retain minimal information about you to confirm the period of time you were employed by the firm for reference purposes. We share your information with HMRC, and our chosen pension providers. Information about Partners of the Firm will be held indefinitely for historical purposes. We retain financial records for a period of 7 years after the end of the financial year in which the transaction took place.

External Experts

When you work with us to provide expertise to matters we are working on, we may hold the following information about you:

- Name and contact information.
- Information relating to your qualifications and experience
- Information and documents relating to the service you provide us with, including communications with you.
- Feedback about your performance

We store your information in our practice management system on our secure servers based in the UK. We will also store communications with you in our email system. We will retain your personal data for the time you are available as an expert and for a maximum of 7 years thereafter, in accordance with standard retention periods. Where you are involved in advising in a matter, details will be retained for as long as we retain the matter records.

Suppliers

When you work with the Firm as a supplier, we may hold the following information about you:

- Name and business contact information.
- Information relating to your qualification and experience
- Information relating to your business activities
- Information and documents relating to the services or products you offer, including our communications with you.

- Financial information, including invoices and payments made to you

We store your information in our practice management system on our secure servers based in the UK, including communications with you which are stored in our email system.

We will retain your information for the duration of our relationship with you and for 7 years after the last transaction we made with you. We retain financial information for 7 years after the end of that financial year.

Who has access to your information?

We limit access to your personal data to those employees, consultants, external experts and third-party processors (see below) who have a legitimate need to know and ensure that they are aware of their duty of confidentiality. On occasion, they may have been appointed by the other party in your matter. We may pass information about your matter to other parties within the justice system (e.g. Counsel, Barristers, Police) as required to provide legal services to you.

In some circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

We do not sell or rent your personal data or information to any third party or share your information with third parties for their own marketing purposes.

We may pass your information on to third party service providers, agents or subcontractors for the purposes of completing a task or providing services to you on our behalf to ensure that our service is prompt and efficient, e.g. photocopying and call-answering. However, we disclose only the personal information necessary to deliver that service and have a contract in place that requires them to keep your information secure and not to use it for other purposes.

Below is a table listing third-party service providers who act as data processors on our behalf in the areas stated:

Service Provider	Activity Carried Out	Sector	Location
HR Software	Provision of software to manage employee information	Information Technology (software)	UK & EEA
Dictation System	Provision of software to support efficient business processes	Information Technology	UK (international transfers in-group and sub-processors)

AML Check portal	Provision of identity checking for anti-money laundering	Legal	UK-based. Some limited international sub-processors
Payroll Provider	Provision of payroll services	Finance	UK
IT Support Provider	Provision of managed services for IT infrastructure and security	Information Technology	UK
Archive and secure storage provider	Provisions of storage facilities for paper records and documents	Information Management	UK
Secure Shredding Providers	Provision of secure shredding services for paper records and electronic devices	Information Management (Disposal)	UK
Telephone answering service	Provision of initial call handling services	Customer service	UK
Document sharing software	Provision of software to securely share court documentation with appropriate third-parties	Legal	UK
Conveyancing Searches Software	Provision of searches and financial checks related to conveyancing matters	Finance / Property	EEA
Typing Services	Provide transcription of audio recordings	Administrative	UK
Technical Maintenance or Upgrade Support to Case Management System	Occasional support to maintenance or upgrade of case management system	Information Technology	UK

Tax Software	Provision of tax calculations as applied to Trusts	Financial	UK (international transfers in group)
Digital Signature Software	Enables eSignatures to be captured	Administrative	EEA (international transfers in group and limited sub-processors)
Online Form Platform	Provision of approved legal forms	Administrative	UK

In addition, our practice may be audited or checked by our accountants, regulator and other organisations for ISO quality purposes. If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above

Transfers outside of the UK and European Economic Area

We make every effort to select systems that store personal data in the UK or EEA. On occasion, due to the international nature of underlying technical infrastructure involved in cloud software, we may store or transfer some or all of your personal data to countries that are not part of the UK or European Economic Area (the "EEA" consists of all EU member states, plus Norway, Iceland, and Liechtenstein). These are known as "third countries" and may not have data protection laws that are as strong as those in the UK and/or the EEA. This means that we will take additional steps in order to ensure that your personal data is treated just as safely and securely as they would be within the UK and under our Data Protection Legislation as follows:

- We share your data with external third parties, as detailed in the table above, and a small number involve personal data being transferred outside of the UK & EEA due to the global nature of their company or their underlying infrastructure. We check that the following safeguards are applied to such transfers:
    - Transfers of your personal data are to third countries whose levels of data protection are deemed 'adequate' by the Information Commission.
    - Specific contracts are in place with external third parties that are approved by the Information Commission and European Commission for the transfer of personal data to third countries. Known as 'standard contract clauses', these contracts require the same levels of personal data protection that would apply under the UK Data Protection Legislation. More information is available from the Information Commission (website - ICO) and European Commission.
    - If your data is transferred from the UK to a third party based in the USA, we check that additional steps are taken to ensure your personal data will be treated as securely and safely as it would be in the UK and under the GDPR. We check whether or not the US-based organisation is certified to the UK extension to the EU-US Data Privacy Framework. If not, we check that the organisation continues to rely on signed Data Processing Agreements with their data processors based on model contract clauses provided by the

Information Commission and European Commission (also known as 'standard contract clauses'), which impose suitable data protection standards on a contractual basis. Where possible, we choose software systems that are based within the UK or EEA.

What are my rights?

Under Data Protection Legislation, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the contact details provided at the end of this policy.
- The right to access the personal data we hold about you. The section "How Can I Access My Personal Data?" will tell you how to do this.
- The right to have your personal data rectified if any of your personal data held by us are inaccurate or incomplete. Please contact us using the contact details provided at the end of this policy.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold, in certain circumstances. Please contact us using the contact details provided at the end of this policy to find out more.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data are processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact using the contact details provided at the end of this policy.

It is important that your personal data are kept accurate and up to date. If any of the personal data we hold about you change, please keep us informed for as long as we have those data.

How you can update your information

The accuracy of your information is important to us. If you change your contact details or if you want to update any of the information we hold on you, please email

us at: phopkins@mercerslaw.co.uk or write to us at: 50 New Street, Henley-on-Thames, Oxfordshire, RG9 2BX

How you can access your personal information

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests can be made in writing, either via email or via the postal addresses shown below, or verbally, either in person or on the phone.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data, within that time. In some cases, however, particularly if your request is more complex, more time may be required, up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

How you can make a data protection complaint

In the event that you are not satisfied with our processing of your personal data, you can make a complaint to our Data Protection Partner, Peter Hopkins via email to: phopkins@mercerslaw.co.uk or in writing to: Mercers Solicitors, 50 New Street, Henley-on-Thames, Oxfordshire, RG9 2BX. You may also make a complaint via the telephone: 01491 572138

On receipt of your complaint, the Data Protection Partner will verify your identity before handing over or confirming any information back to you; this may involve sharing your ID with us, where it's proportionate to the sensitivity of the personal data we're processing about you.

You can expect confirmation that we've received your complaint within 30 days of us receiving it, and we will investigate the complaint without any undue delay. Through our investigation, we will ensure that we:

- Review the facts thoroughly, fairly and accurately;
- Speak to relevant members of the Mercers Solicitors Team
- Compare any information provided within your complaint with the information that Mercers Solicitors holds about you; and
- Ensure that Mercers Solicitors have acted according to our own terms, policies and processes.

If necessary, our Data Protection Partner will request any clarification or additional information from you to help with the investigation. It may be helpful to understand what your desired outcome is, for example, a change in decision, an apology for a mistake made or a change in processes.

Our Data Protection Partner will keep you up to date with the progress of the investigation and update you with the outcome of your complaint once this is known. They will share information about any steps taken to resolve your complaint, and any actions that will be taken as a result of your complaint to improve our handling of personal data in the future.

If you are not satisfied with the outcome of our investigation of your complaint, you may then complain to the Information Commission, and we will provide details of how you can do this in response to your complaint. Please note, that as of 2026, the ICO expect individuals to engage directly with organisations prior to lodging a complaint with the regulator. The Information Commission's website has a range of resources for the public, as well as organisations which you can find here: https://www.ico.org.uk

Keeping your data secure

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- Limiting access to your personal data to those employees, external experts and third-party processors with a legitimate need to know and ensuring that they are subject to duties of confidentiality.
- Procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commission where we are legally required to do so.
- Adhering to our policies and processes including, physical security, adopting a zero-trust approach, back-up, encryption, access control and password protocols.

Contacting us via email

We use Transport Layer Security (TLS) to encrypt and protect email traffic in line with government standards. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

Children's Privacy

We do not provide services directly to anyone under the age of 18, but may collect information about children as we handle legal matters on behalf of our clients, for example in dealing with Trusts or Wills. We have steps in place to verify the age of the child with our client and handle any personal data relating to children with the same level of security and confidentiality that our legal services require.

Visitors to Our Website

When you visit our website, we will collect information about your visit which may be indirectly attributable to you (e.g. if we were to link it with other publicly available data which allowed us to identify you). However, we do not attempt to identify you as an individual, but use the aggregated data collected from all visitors to our website to understand how we can improve the service. Further information about the technical information we collect and what choice you have is available in the 'Cookie Information' and the 'Usage Data' sections below.

Usage Data
We collect usage data automatically when you use our website. This may include information such as your device's Internet Protocol address (i.e. IP address), browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the website using a mobile device, we may collect certain information automatically, such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our website or access it using a mobile device.

Links to other websites
Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

Cookie Information for Visitors to our Website

What are cookies?
Cookies are small text files that are placed on your computer or mobile device by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Cookies can be 'Persistent' or 'Session' cookies. Persistent Cookies remain on your personal computer or mobile device when you go offline, while session cookies are deleted as soon as you close your web-browser.

How do we use Cookies?
Cookies provide information about individuals' usage of the website, which may identify you as the same individual even if we do not know your name, we can identify

location, IP address and device information. As such, we make sure you have a choice about the cookies that are placed on your device for our statistical purposes, which help us to understand more about the ways in which people use our website. We would appreciate it if you opt-in to accept these cookies when the website asks you, as it will help us to improve it over time.

What Cookies do we use?

We use first-party cookies (cookies set by Mercers Solicitors) and third-party cookies (cookies set by other providers, e.g. Google analytics). You can find out more about the cookies in use on our website and review your consent preferences via our Cookie Management Tool. This tool will launch automatically on your first visit to our website and you can always access it by clicking the cookie icon that appears at the bottom left corner on each page of our website.

Most web browsers allow some control of most cookies through the browser settings, which will apply to all websites you visit. If you'd like to delete cookies or instruct your web browser to delete or refuse Cookies, please visit the help pages of your web browser.

- For the Chrome web browser, please visit this page from Google:
- For the Internet Explorer web browser, please visit this page from Microsoft:
- For the Firefox web browser, please visit this page from Mozilla:
- For the Safari web browser, please visit this page from Apple:

To find out more about specific cookies, who places them and their purposes, visit www.cookiedatabase.org.

How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of:

Data Protection Partner: Peter Hopkins
Email address: phopkins@mercerslaw.co.uk
Postal address: 50 New Street, Henley-on-Thames, Oxfordshire RG9 2BX
Telephone: 01491 572138

Changes to this privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated in October 2026