



# - HLR Notary -

Notary Public and Commissioner for Oaths

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## Privacy Notice

HLR Notary respects the privacy of data subjects. This privacy policy will inform data subjects as to how we look after their personal data when they visit our website, contact us or receive notarial services from us, or are signatories to documents we notarise where our relationship is with their employer or organisation that they represent.

Notarial acts are performed by Hollie Redman through HLR Notary. For the purposes of this privacy policy, complaints procedure and GDPR, HLR Notary is a data controller.

### 1. Important information and who we are

This privacy policy aims to give data subjects information on how HLR Notary collects and processes their personal data through their interaction with HLR Notary employees or agents, use of our website, including any data that they may provide through our website or other social media pages when they sign up to a newsletter or updates, make an enquiry about legislation formalities, or complete the 'Get in touch' form.

It is important that data subjects read, or are made aware by their employer or organisation, of this privacy policy, together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about them, so that they are fully aware of how and why we are using their data. This privacy policy supplements any other notices and is not intended to override them.

We ask our clients to sign up to this policy when they first deal with us; such agreement then covers future services and engagement with HLR Notary.

### Controller

HLR Notary is the data controller for the purposes of General Data Protection Regulation (GDPR); collectively referred to throughout this privacy policy as 'Hollie Redman', 'we', 'us' or 'our'.

The data privacy manager is:

Hollie Redman

Email address: [hollie@hlrnotary.com](mailto:hollie@hlrnotary.com)

Address: Reydon Cottage, Chestnut Walk, Tangmere, West Sussex PO20 2HH

Data subjects have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with any concerns before the data subject approaches the ICO; we would therefore kindly request that data subjects contact HLR Notary in the first instance. Please see our complaints procedure for further information.

### Changes to the privacy policy and duty to inform us of changes

This version was last updated on the 1st November 2020. It is important that the personal data we hold about data subjects is accurate and current. Data subjects (or their employer representative who engages with us)

should please keep us informed if their personal data changes during our relationship with them/their employer.

### Third party links

Our website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about a data subject. We do not control these third party websites and are not responsible for their privacy policies. When a data subject leaves our website, we encourage them to read the privacy policy of every website they have visited through us.

## 2. The data we collect

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). When you provide us with information via our website, the personal information we collect from you at that time is limited to name, email address, telephone number and the nature of your enquiry. Should HLR Notary then proceed to perform notarial acts for you (or for an individual, company or organisation you represent, or have made the enquiry on behalf of), we will then collect additional personal information as follows:

- **Identity data of signatories:** previous names, marital status, title, date of birth and gender, passport and/or driving licence, and/or National ID card information (including a photocopy or scan of the photo page of such identification documents).
- **Contact data of signatories:** includes residential address, delivery address, email address and telephone numbers. We will ask for a copy or scan of a recent utility bill or council tax statement confirming your residential address.
- **Financial data of signatories:** includes bank account and payment card details.
- **Transaction data:** includes copies of the documentation we are performing notarial acts on, background information to the transaction, including email correspondence. We may also need to see supporting evidence of a signatory's authority to sign, including board minutes, Wills, Power of Attorney or letter of authority. Sometimes we need to see birth, death or marriage certificates, evidence of divorce, qualification or educational certificates.
- **Representative data:** if you are arranging notarial services on behalf of your employer, an organisation or an individual, we will maintain your contact information on our records as well.

**It is important to point out that although you may have made the initial enquiry of HLR Notary, you may be doing so on behalf of someone else, or the person our Notary needs to meet or deal with is a different person to you. You may not therefore be the data subject.**

**If this is the case, it is your responsibility to ensure:**

- **The data subject is aware of this policy;**
- **That you, or your employer/organisation (as data controller) have full permission or other lawful basis for processing under GDPR to share their personal data with us, and that the information you provide is accurate and relevant to our requirements;**
- **That they know how we will deal with their personal data, for what reasons we need it and why we retain it;**
- **That they know we may need to share some of their personal data with relevant third parties in order to complete the notarial acts and the international documentation service we provide;**
- **That your organisation is GDPR compliant with regard to their personal data and being their data controller.**

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data may be derived from a data subject's personal data but is not considered personal data in law, as this data does not directly or indirectly reveal their identity. For example, we may aggregate their usage data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect aggregated data with their personal data so that it can directly or indirectly identify them, we treat the combined data as personal data which will be used in accordance with this privacy policy. It is rare for us to

collect any special categories of personal data (this includes details about race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, criminal convictions and offences, information about health and genetic and biometric data). Where we do, it will most likely be in connection with certifying a copy document that references such special categories of personal data, or where signing a document linked to such matters is concerned. Example would be a release form in connection with obtaining IVF treatment in Poland, or certifying as a true copy a DBS check.

#### Failure to provide personal data

Where we need to collect personal data by law (including our Notarial Practice Rules and Anti-Money laundering regulations), or under the terms of a contract to perform notarial services and the data subject fails to provide or make available that data when requested, we may not be able to perform the contract we have or are trying to enter into with the data subject or their employer, organisation or business (as the case may be). In order to provide notarial services we need to satisfy ourselves as to the identity, capacity and ability of signatories to execute documents we are attaching our seal and signature to.

### 3. How is personal data collected?

We use different methods to collect data from and about data subjects including through:

- **Direct interactions:** the data subject may give us their personal data by filling in forms online, or by corresponding with us by post, telephone, email, or by meeting with our Notary.
- **Automated technologies or interactions:** as a data subject interacts with our website, we may automatically collect technical data about their equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.
- **Third parties or publicly available sources:** we may receive personal data about the data subject from various third parties and public sources e.g. UK Companies House, or via their employer or client (where you perform services).

### 4. How we use personal data

We will only use personal data of data subjects when the law allows us to, and we will use such personal data in accordance with this privacy policy statement and GDPR. Most commonly, we will use their personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with them or their employer, organisation, business or client.
- Where it is necessary for our legitimate interests (or those of a third party) and the interests of the data subject, and where fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation. Generally, we do not rely on consent as a legal basis for processing a data subjects personal data, other than in relation to sending third party direct marketing communications to a data subject via email or text message. Data subjects have the right to withdraw consent to marketing at any time by contacting us.

#### Purposes for which we will use personal data

We have set out below, a description of all the ways we plan to use personal data in connection with notarial acts, and which of the legal bases we rely on to do so. Note that we may process personal data for more than one lawful ground depending upon the specific purpose for which we are using such data.

Purpose/Activity	Lawful basis for processing (including basis of legitimate interest)
To register you or the person or business you represent as a new customer, including adhering to any anti-money laundering and notarial practice rules and regulations.	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Our legal obligations</li> <li>• Necessary for our legitimate interests</li> </ul>
To process and deliver notarial services to the data subject (you), your employer/client, including:	<ul style="list-style-type: none"> <li>• Performance of a contract</li> <li>• Necessary for our legitimate interests</li> </ul>

<ul style="list-style-type: none"> <li>• Producing bespoke notarial certificates</li> <li>• To meet our legal requirements via Notarial Practice Rules</li> <li>• To perform notarial acts</li> <li>• To maintain a notarial register and accounts</li> <li>• Send quotations or estimates, and manage payments, fees and charges</li> <li>• Collect and recover money owed to us</li> <li>• To coordinate and deal with any requirements for legalisation and embassy certification, this may include liaising and engaging with the services of consular agents, visa specialists and chamber of commerce, as well as specific embassies and the Foreign and Commonwealth Office (Legalisation Office)</li> <li>• To coordinate, arrange and track the sending of completed documentation to specified recipients (which may include a third party nominated by you)</li> </ul>	
<p>To manage our relationship with customers which will include:</p> <ul style="list-style-type: none"> <li>• Notifying about changes to our services, our terms or our privacy policy</li> <li>• Asking you to leave a review or take a survey</li> </ul>	<ul style="list-style-type: none"> <li>• Performance of a contract necessary to comply with a legal obligation</li> <li>• Necessary for our legitimate interests (to keep our records updated, and to study how customers use our products/services)</li> </ul>
<p>To administer and protect our business and our website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p>	<p>Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)</p> <ul style="list-style-type: none"> <li>• Necessary to comply with a legal obligation</li> </ul>
<p>To deliver relevant website content and advertisements to our customers and their representatives, and to measure or understand the effectiveness of the advertising we serve to them</p>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to consider our marketing strategy)</li> </ul>
<p>To use data analytics to improve our website, products/services, marketing, customer relationships and experiences</p>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to consider our marketing strategy)</li> </ul>
<p>To make suggestions and recommendations to customers about goods or services that may be of interest to them</p>	<ul style="list-style-type: none"> <li>• Necessary for our legitimate interests (to develop our products/services and grow our business)</li> </ul>

### Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly.

### Change of purpose

We will only use personal data for the purpose for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## 5. Disclosures of personal data

We may have to share personal data of our customers or their employees or representatives with the parties set out below for the purposes set out in the table in paragraph 4 above:

- Faculty Office (regulator of Notaries in England and Wales), The Notaries Society, The Legal Services Ombudsman.
- Courier companies (Mailboxes etc, FEDEX, DHL, TNT, Royal Mail) we use to send your completed notarial documents to you, or to an address you nominate.
- Embassies (some require copy passport information of signatories for example).
- Third party legalisation agents, including CDN, London Chamber of Commerce and Industry, CIBT.
- Our professional advisors, for example our accountants.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as is set out in this privacy policy.

We require all third parties to respect the security of personal data and to treat it in accordance with the law. We do not allow our third party service providers to use personal data we provide them with for their own purposes, and only permit them to process such personal data for specified purposes and in accordance with our instructions.

## 6. International transfers

We may transfer your personal data to a third party in countries outside the country in which it was originally collected for further processing in accordance with the purposes set out above. In particular, your personal data may be transferred to foreign organisations such as foreign Embassies located in the UK or abroad. Such organisations will process personal data in accordance with the laws to which they are subject and international treaties over which HLR Notary has no control.

If HLR Notary transfers personal data to private organisations abroad, such as subcontractors, it will, as required by applicable law, ensure that your privacy rights are adequately protected by appropriate technical, organisation, contractual or other lawful means.

## 7. Data security

HLR Notary has internal processes in place and appropriate security measures to prevent personal data in our possession from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

However, please be aware that the transmission of information via the internet is never completely secure. Whilst we can do our best to keep our own systems secure, we do not have full control over all processes involved in, for example, your use of our website or sending confidential materials to us via email, and we cannot therefore guarantee the security of your information transmitted to us on the web.

HLR Notary will notify data subjects and any applicable regulator of a security breach where we are legally required to do so.

## 8. Data retention

We will only retain personal data in our possession for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the volume, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of personal data, the purposes for which we process your personal data, and whether we can achieve those purposes through other means, as well as the applicable legal requirements.

By law we have to keep basic information about our customers (including contact, identity, financial and transaction data) for six years after they cease being customers. Furthermore, we maintain our notarial register

(which contains the detail required by our Notarial Practice Rules) and copies of notarial acts as a permanent record.

In some circumstances, we may anonymise personal data (so that it can no longer be associated with the data subject) for research or statistical purposes, in which case we may use this information indefinitely without further notice to the data subject.

### **9. Data subject legal rights**

Under certain circumstances, the data subject has rights under data protection laws in relation to their personal data. These rights are to:

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to the processing of your personal data
- Request restriction on the processing of your personal data
- Request transfer of your personal data
- Withdraw your consent

**By receiving notarial services from HLR Notary, the provision of this Privacy Policy Statement and Terms and Conditions of business will apply**