

# DAS Law Privacy Notice

We believe you should always know what personal information we collect from you and how we use it. DAS Law Limited is committed to being open and transparent about how we use your personal information. That is the basic purpose of this Privacy Notice.

## Key Takeaways

We recommend that you read this notice in full, but here are a few key things we hope you take away from it:

- DAS Law is a law firm providing legal services.
- When you instruct DAS Law or seek telephone legal advice from our Legal Advice helpline, we will process personal information about you and anyone else whose details are provided to us for the purpose of making or defending a claim and / or providing you with legal advice.
- Your personal information is usually provided to us by you, your legal expenses insurer if you have the benefit of a legal expenses insurance policy, your general insurer, broker or agent, or letting agent.
- We use this information for things such as communicating with you and handling your claim.
- Where relevant, we may share your personal information with third parties, for example medical experts, Courts and Tribunals, barristers, solicitors, insurers.
- You have several rights under the data privacy legislation. Please refer to the section below 'Your rights' for more information.

## Full Notice

Key sections to this notice include:

- Who we are
- The personal information we collect and how we collect it
- How we use your information
- Transferring your information outside of the UK
- Your rights
- Right to withdraw consent
- How long we will retain information about you
- How to make a complaint

### Who we are

This Privacy Notice is issued by DAS Law Limited (referred to as "DAS", "we", "us" and "our" in this Privacy Notice) which operates in the United Kingdom.

Typically DAS acts as a Data Controller which means we are responsible for ensuring that your information is collected, processed, secured and retained in accordance with applicable data protection laws.

## The personal information we collect and how we collect it

The personal information you have provided or we have received from third parties typically includes:

| Type of personal information                   | Description   |
|--|---|
| Personal details including contact information | Information that identifies or links to you as an individual such as your name, postal address, e-mail address, telephone number, date of birth or age, marital status, gender identification, national insurance number, vehicle registration number and driving licence details   |
| Financial                                      | Financial details for the purposes of processing payments and transactions, which may include your card details and / or account information  |
| Special Category Data (sensitive information)  | We may collect sensitive information such as: <ul style="list-style-type: none"><li>• Information revealing racial or ethnic origin;</li><li>• Information revealing political opinions;</li><li>• Information revealing religious or philosophical beliefs;</li><li>• Information revealing trade union membership;</li><li>• Biometric data (where used for identification purposes or call recordings);</li><li>• Health information (for example, if you wish to pursue a personal injury claim, we will require details of any injuries you may have sustained and may require medical records);</li><li>• Information concerning your sex life and / or sexual orientation;</li><li>• Information collected in order to make reasonable adjustments as a result of a vulnerability, which may include information related to your physical and mental health.</li></ul> |
| Criminal offence data                          | We may collect information related to any: <ul style="list-style-type: none"><li>• Criminal activity;</li><li>• Allegations;</li><li>• Investigations; and</li><li>• Proceedings</li></ul> For example motor convictions or information that will help us to prevent or detect crime (including fraud).   |

We will either collect information directly from you, your legal expenses insurer (if you have the benefit of a legal expenses insurance policy), your general insurer or broker or letting agent when you:

- Instruct us to act on your behalf in your legal claim
- Obtain telephone legal advice from our helpline under the benefit of your legal expenses insurance policy
- Make enquiries or a complaint
- Use our website
- Communicate with us by telephone, in writing by post or email, or via online channels.

We collect information through “Cookies” when you use our website. We use them to analyse how you use our website, to allow us to provide optimised content and to help us provide a better overall browsing experience. To find out more about Cookies please read our separate [Cookie Policy](#).

## How we will use your information

We will use your information to:

| What we use your personal information for   | Type of Information collected   | Our Reasons  |
|---|---|--|
| Make or defend a legal claim on your behalf or provide you with legal advice  | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data (sensitive information)</li> <li>• Financial</li> <li>• Transaction</li> </ul> | <ul style="list-style-type: none"> <li>• Performance of a contract with you</li> <li>• In order to comply with our legal obligations</li> <li>• Necessary for our legitimate interests (in order to progress the claim and for quality and assurance monitoring)</li> <li>• For establishing, exercising or defending a legal claim</li> </ul> |
| Provide you with legal services (this may include sharing information with third party service providers)   | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul>                         | <ul style="list-style-type: none"> <li>• Performance of a contract with you</li> <li>• In order to comply with our legal obligations</li> <li>• Necessary for our legitimate interests (in order to progress the claim and for quality and assurance monitoring)</li> <li>• For establishing, exercising or defending a legal claim</li> </ul> |
| Parties involved in claims brought by or against our clients  | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul>                         | <ul style="list-style-type: none"> <li>• In order to comply with our legal obligations</li> <li>• Necessary for our legitimate interests (in order to progress the claim)</li> <li>• For establishing, exercising or defending a legal claim</li> </ul>  |
| Handle complaints   | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul>                         | <ul style="list-style-type: none"> <li>• Performance of a contract with you</li> <li>• Necessary for our and your legitimate interests (in order to investigate and respond to complaints raised by you)</li> <li>• In order to comply with our legal obligations</li> </ul>   |
| Regulatory bodies, auditors and other insurance companies (directly or via shared databases) when required by law and to prevent and detect fraud | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul>                         | <ul style="list-style-type: none"> <li>• In order to comply with our legal obligations;</li> <li>• Necessary for our legitimate interests</li> </ul>   |

| What we use your personal information for   | Type of Information collected  | Our Reasons   |
|---|--|---|
| In the event of a merger, asset sale, or other related transaction  | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul>   | <ul style="list-style-type: none"> <li>• Performance of a contract with you</li> <li>• In order to comply with our legal obligations;</li> <li>• Necessary for our legitimate interests</li> <li>• For establishing, exercising or defending a legal claim</li> </ul> |
| Reporting and analytic purposes; training and monitoring purposes (for example by reviewing recorded telephone calls and auditing claims); customer satisfaction surveys.           | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul>  | <ul style="list-style-type: none"> <li>• Performance of a contract with you</li> <li>• Necessary for our legitimate interests (In order to improve our products and delivery of services to our clients)</li> <li>• Explicit consent</li> </ul>                       |
| We may indirectly or directly access your information for cyber security monitoring purposes – to ensure the protection of your personal data by monitoring cyber security threats. | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul>  | <ul style="list-style-type: none"> <li>• Necessary for our legitimate interests</li> <li>• For establishing, exercising or defending a legal claim</li> </ul>   |
| Making Reasonable Adjustments as a result of vulnerability, this may include information related to your physical and / or mental health.   | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> <li>○ Capability</li> <li>○ Accessibility</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> <li>• Financial</li> <li>• Transaction</li> </ul> | <ul style="list-style-type: none"> <li>• Necessary for our legitimate interests</li> <li>• Explicit consent</li> </ul>  |
| Sharing your personal and / or sensitive information in an emergency situation  | <ul style="list-style-type: none"> <li>• Personal details such as               <ul style="list-style-type: none"> <li>○ Identity</li> <li>○ Contact</li> </ul> </li> <li>• Biometric</li> <li>• Special Category data</li> </ul>  | <ul style="list-style-type: none"> <li>• Vital interests; or</li> <li>• Consent (where consent can be obtained)</li> </ul>  |

The personal information we collect will be used by us and by third parties who process information on our behalf. This includes:

- Your legal expenses insurer, general insurer and / or broker and / or agent;
- Experts for the purposes of obtaining evidence to support your claim;
- Medical agencies (for the purposes of obtaining your medical notes and / or a medical report);
- Courts and Tribunals;
- Barristers;
- Mediators and / or arbitrators;
- Investigation agents and / or the police and / or online tracing and investigation databases;
- Costs draftsmen;
- IT services;
- Document management services;
- Storage within a cloud server;
- Regulators such as the Solicitors Regulation Authority, the Legal Ombudsman and the Information Commissioner's Office;
- External customer experience agencies;
- Authorised third party providers in the event of a business continuity incident;
- Authorised third party providers for the purposes of financial and / or quality auditing and / or for the purposes of our professional indemnity insurance;
- DAS UK Group Marketing or other external customer experience agencies.

## Transferring your information outside of the UK

Your information may be transferred outside of the UK for claims handling, processing, storage, administration, or any other use stated in this notice. The processing of any information outside the UK will comply with UK data protection laws or equivalent.

Where it is necessary to send your personal information outside of the UK steps will be taken to make sure appropriate safeguards are in place to ensure the safety and privacy of your information as set out in this privacy notice.

## Your rights

Under data protection law you may have certain rights we need to make you aware of. The rights available to you depend on our reason for processing your information and may include:

1. The right to be informed (about the collection and use of your personal data)
2. The right of access (to your personal data and supplementary information, known as a Subject Access Request)
3. The right to rectification (if your personal data is inaccurate or incomplete)
4. The right to erasure (and removal of your personal data)
5. The right to restrict processing (or 'block' the use of your personal data)
6. The right to data portability (to obtain and reuse your personal data for your own purposes across different services)
7. The right to object (to the processing of your personal data in certain circumstances)
8. Rights in relation to automated decision making and profiling.

## Right to withdraw consent

Where we rely on your explicit consent to process certain types of personal information or sensitive information (for example, in order to make Reasonable Adjustments), you do have the right to withdraw that consent at any time. You can make this request by contacting the Data Protection Officer at:

[colp&cofa@dasklaw.co.uk](mailto:colp&cofa@dasklaw.co.uk).

Please note, these rights are not absolute and there may be times when we cannot do what you ask us to. If that is the case, we will explain why when we reply to you. If you have a question about this Privacy Notice, how we use your personal information, or if you are not happy with how we process your information, please contact the Data Protection Officer at: [colp&cofa@daslaw.co.uk](mailto:colp&cofa@daslaw.co.uk) or by writing to:

Data Protection Officer  
DAS Law Limited  
DAS Parc  
Greenway Court  
Bedwas  
Caerphilly  
CF83 8DW

If you would like to access your personal information, you can request this by using our data request form or by contacting us using the details provided above.

## How long we will retain information about you

Typically we keep your personal information for 7 years after the claim or enquiry has been closed or completed. We will only retain and use your personal information thereafter as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. If you would like to learn more about our Data Retention and Disposal Policy please contact us at [colp&cofa@daslaw.co.uk](mailto:colp&cofa@daslaw.co.uk).

## How to make a complaint

If you have any questions or concerns about the way we process your personal information please contact us by emailing: [colp&cofa@daslaw.co.uk](mailto:colp&cofa@daslaw.co.uk) or by writing to:

Data Protection Officer  
DAS Law Limited  
DAS Parc  
Greenway Court  
Bedwas  
Caerphilly  
BS2 0PT

If you are not satisfied with the outcome of your query, you can contact the Information Commissioner's Office by visiting [ico.org.uk](http://ico.org.uk) or by post to:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

*This privacy notice was last updated on 31<sup>st</sup> January 2024.*