

# General Data Protection Regulation (GDPR) Transparency Notice

One of the most important aspects of GDPR is the fair and transparent processing of your personal data which as a business we fully support. We believe in being open and honest about how we process your data and have produced this notice in support of your right to be informed about this. Please take time to read this notice so that you may become familiar with how we use your personal data.

## The Data Controller

Details of the data controller within the meaning of ARTICLE 28(1) – (3) AND ARTICLE 32 OF THE GENERAL DATA PROTECTION REGULATION is as follows: Redstone Wills Ltd, Windmill Road, St Leonards on Sea, East Sussex TN38 9BY (ICO Registration Number: Z2949180). Redstone Wills will act as a data controller in respect of the details provided during the legal document drafting process.

## How we use your information

Redstone Wills will process your information under any of the following lawful conditions:

**Performance of a contract** - this is where the collection and processing of your data is necessary for the performance of a contract with you, or in order to take steps at your request prior to entering into a contract

- i) To process your registration with Redstone Wills Ltd
- ii) To provide a full range of Will writing, Lasting Power of Attorney and Probate services
- iii) To process payment for our services
- iv) To process your legal documentation

**Legal obligation** - this is where the collection and processing of your data is necessary for compliance with a legal obligation, for example verification of identity and fraud prevention

- i) To confirm your identity
- ii) To protect against and prevent fraud, unauthorised transactions, money laundering, tax evasion, claims, other liabilities

**Consent** - where we process information under consent we will seek your clear and unambiguous consent before processing your data, for example to receive marketing information from Redstone Wills Ltd or other carefully selected companies

- i) To provide, administer and communicate with you about relevant products, services, offers, programs and promotions, their issuers, acquirers, retailers and partners

**Legitimate interests** - some information is processed by Redstone Wills Ltd as part of its legitimate interests which include network and information security, opting out of communications, direct marketing, web analytics, updating customer details and other core services provided

- i) To manage risk exposure and partner quality, integrity, compliance and security of business processes
- ii) To operate, monitor, evaluate and improve our products, services and websites

## Third parties

Where we have third parties supporting the delivery of our services, we will inform you at that time. These may include:

- i) The partner which referred you to us
- ii) Identification Confirmation Agencies
- iii) Your Attorneys whom you appoint under your Lasting Power of Attorney
- iv) Will writing, Lasting Power of Attorney and probate services required under Scottish Law
- v) The Office of the Public Guardian to register your Lasting Power of Attorney
- vi) Probate and Estate administration service companies
- vii) HM Land Registry
- viii) Conveyancing Direct for property transfer and conveyancing requirements

We will talk to you about other Redstone Wills Services and will inform you of them at that time.

## Your statutory rights

You have a number of rights concerning the personal information we use. These include the right to:

- ask us for access to a copy of your personal information which we hold about you
- ask us to correct your personal information
- ask us to delete your personal information

Further details are available from <https://www.redstonewills.com/privacy-policy>

For information concerning the collection, use and processing of personal information by any of our business partners or suppliers, please contact our representative at Redstone Wills with whom you usually deal.