



Data and Privacy Policy

Lotus Horizon processes your data in accordance with the Data Protection Act 2018, the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 and the European Union (Withdrawal) Act 2018 (UK GDPR).

We can only hold and process your data when permitted by law to do so. Article 6 GDPR sets out a number of examples when a law firm may collect and process your personal data and there is helpful information on the Information Commissioner's website about this:

[A guide to lawful basis | ICO](#)

Lotus Horizon is a data controller and is registered with the Information Commissioner (ZC081479) and our Data Protection Manager is Kirsty Richards who can be contacted via kirsty@lotushorizon.co.uk or Office 2J, Highstone House Business Centre, 165 High Street, Barnet EN5 5SU (telephone number 020 8129 0995).

Your data is stored and processed within the UK and if we need to share your personal data with third parties and supplies outside of the UK we will obtain your consent to do so.

You have rights under the UK GDPR around the following areas:

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

For further details on your rights, please visit the Information Commissioner's Office at:

[For the public | ICO](#)

If you are unhappy about how we have handled your data or how we have managed your request for information about your data, you have the right to lodge a complaint with the Information Commissioner's Office (telephone number 0303 123 1113) or online via:

[Make a complaint | ICO](#)

We can not be responsible for the content of any external websites.

If our website contains links to any other websites, once you have accessed those and left our sight, we do not have control over the other websites. It follows that we can not be responsible for the protection and privacy of any information which you provide whilst visiting those websites and they are not covered by this policy. Please exercise caution and read the privacy statements and policies issued by other websites.

Who might we share your personal data with?

In the course of providing you with legal services and to ensure the effective management of Lotus Horizon, it may be necessary to share your personal data with third parties we are working with such as Barristers, Experts, Interpreters/Translators, Process Servers and Cost Draftsmen. We will always make sure that we only provide the information the third party may need to provide their services and will work closely with them to ensure that your privacy is respected and protected at all times.

How long do we hold your data?

We will only keep your data for as long as is necessary for the purpose it was provided to us. We work to retention periods as we will only retain personal data/other data for as long as required, such as:

Information held on your file/ within our case management system will usually be held for 6 years (unless we require the information for a related case or if the personal data held relates to a child client aged as in such circumstances that data will likely be held for an extended period of 6/7 years after the child client has turned 18). If you raise a complaint on your file, we will usually retain your matter for 6/7 years after conclusion of the complaint.

Information collected for job opportunities and recruitment processes will usually be held for 2 years.

Financial information and financial transactions will usually be held for 7 years.

There may be reasons why data is held for longer than the periods set out above and if that applies to you, we will notify you.

How do we use your data?

Usually your data is used for:

Provision of legal services

Regulatory communications

Cookies

Most web browsers automatically accept cookies but you can usually change settings to decline and/or limit cookies. Cookies are small files that ask permission to be placed on your computer/device's hard drive. We may use cookies to look at data around our website traffic, to improve it and so it is only information for analytical purposes.

Website and third party sources

We may also collect technical information around traffic data, location data and logs including information on how visitors to our website have then engaged with our site. We do this to improve and help maintain our website to provide the best experience.

How do we protect your data?

We know that your data has been collected in sensitive and confidential circumstances and we take the protection of your data very seriously. We protect our IT system from Cyber Attack and enable encryption and MFA wherever possible. We monitor our systems for vulnerabilities and attacks and update policies and systems when necessary and/or advised to do so.

Whatsapp communication

We know that many of our clients chose to communicate via Whatsapp and if we agree that communication method with you for your case, you need to be aware that we will copy and store our communications via whatsapp on your case file as we need to have a clear record of all communications with our clients, across all mediums. Whatsapp operates its own privacy policy and would recommend you familiarise yourself with that. Staying up to date with current versions of the whatsapp platform should provide you with the software versions that are most secure for your communications via whatsapp.