

Key Legal (North East) Limited Privacy Notice

Key Legal (North East) Limited (Key Legal) is a Conveyancing Firm with offices based in Darlington and Yarm. We are not part of a larger group. This Privacy notice explains how we use any personal information we collect about you when you instruct us to act on your behalf in your conveyancing transaction.

Security Policy

It is our policy to comply with all laws regulating data protection and security and these measures apply to all personal data stored both electronically and in manually recorded form. Key Legal ensures that all staff are trained and kept up-to-date with privacy laws and that its computer protection systems are continually updated and monitored by our IT support provider.

Data Protection Officers

Our Data Protection Officer is Joanne Louise Forster who can be contacted at our Yarm office, the address of which is Carleton House, Carleton Terrace, Yarm, TS15 9AW, telephone number 01642 309797. Her deputy is Adrian David Noble who is based at our Darlington branch, the address of which is 34 Duke Street, Darlington, DL3 7AQ, telephone number 01325 469393.

Any complaints/concerns can be made to our Data Protection Officer or Deputy who will, in the event of a breach, submit a report to the Information Commissioners office (ICO) in accordance with the regulations. You may also make a complaint to our supervising authority the Council for Licensed Conveyancers, WeWork, 131 Finsbury Pavement, London, EC2A 1NT, telephone number: 0207 250 8465

On what basis do we collect your personal data?

Under the first principle of the General Data Protection Regulation (GDPR) it is a requirement that we process your data lawfully, fairly and in a transparent manner. As we process your data under the terms of the GDPR our lawful basis for processing your data is based on your consent, though you do have a right to withdraw your consent to us holding your information, and this is requested within our Verification of Identity Form which is provided with our initial Client Care Pack. If you do withdraw your consent to us holding your data during a transaction we may no longer be able to provide a service to you.

Please be assured that your personal data will only ever be used by us to act on your behalf in relation to the transaction(s) which you have instructed us.

Your data will be held by us in accordance with our regulatory requirements. Files relating to all matters are held for a minimum of six years, except those relating to other conveyancing matters (other than the sale of property) for a minimum of fifteen years and will files for a minimum of six years after the testator has died.

Access to your information and correction

You do have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please email us at info@key-legal.com or write to us at 34 Duke Street, Darlington, DL3 7AQ.

We do want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is incorrect.

Other websites

Our website contains a link to an external website for the purposes of obtaining a quote for conveyancing services. This privacy policy only applies to our website so when you link to the external website you should read their own privacy policies.