



Lovetts Ltd t/a Guildways

Privacy Notice

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1 Our contact details

Name: Michael Higgins, Lovetts Ltd

Address: Bramley House, The Guildway, Old Portsmouth Road, Guildford GU3 1LR

Phone Number: 01483 457500

Email: data@lovetts.co.uk

2 General Data Protection Regulation (GDPR) – European Representative

Pursuant to Article 27 of the General Data Protection Regulation (GDPR), Lovetts Limited has appointed European Data Protection Office (EDPO) as its GDPR Representative in the EU. You can contact EDPO regarding matters pertaining to the GDPR:

- by using EDPO's online request form: <https://edpo.com/gdpr-data-request/>
- by writing to EDPO at Friedrichstr. 155, 10117 Berlin, Berlin, Germany

3 The Purposes for which we collect personal data

Personal data is any information relating to an identifiable natural person i.e. an individual.

We collect personal data:

- to provide legal services to our clients
- for compliance purposes
- to market our services and
- to run the company

3.1 Provision of our services

We will use personal data to provide our services. Providing our services will include the use personal data to:

- communicate with our clients and third parties involved in the issues on which we are instructed including via third parties e.g. printing letters and documents using a third party
- advise on those issues and where necessary to obtain specialist advice from counsel or experts
- instruct agents for example, trace agents
- instruct agents and lawyers in countries outside England and Wales
- negotiate and mediate; to issue and serve claims and to take steps during the proceedings
- present and serve winding up or bankruptcy petitions and take all steps relating them
- enforce judgments

3.2 Compliance

We need to be sure that we comply with the rules, regulations and legislation governing, amongst other things:

- our professional conduct
- money laundering
- terrorist financing
- sanctions
- modern slavery
- bribery

We may therefore need to:

- make enquiries:
 - before taking on a client or supplier
 - during the lifetime of the retainer
 - when engaging with our clients' customers/clients and other third parties.
- Supply information when making a report to a regulator for example, the Information Commissioners Office, the Solicitors Regulation Authority, the National Crime Agency.

3.3 Marketing and promotion of our services

For marketing purposes, we may use your personal data from time to time to send you marketing literature on our services or new products we think might help you collect your debts smoother and faster. You can unsubscribe from emails by clicking on the unsubscribe link at the bottom of your email.

The data may also be used from time to time to send you promotional gifts. These gifts may be sent to you via a third party. You can also opt out of receiving promotional gifts by contacting Michael Higgins using the contacts details given above.

3.4 Running the company

We use personal data to communicate with and where necessary to pay, Companies House, the Solicitors Regulation Authority, HMRC, suppliers, our accountants and other advisors.

3.5 Data stored securely

Data is stored securely in accordance with the Data Protection Act 2018, the UK GDPR and ISO 27001.

3.6 Recording telephone calls

Telephone calls may be recorded to provide an accurate record of the call. The recordings are initially stored by the provider of the call recording system for the retention period set out in our Information and Data Retention Policy.

The recording may be accessed, if, during the retention period it becomes relevant:

- to a complaint,

- for monitoring, training or quality control purposes
- for legal/regulatory reasons
- to check the accuracy of the written record of the call

Where a recording is accessed for such a purpose it will be stored securely by us for as long as it is required for that purpose.

Our lawful basis for recording calls is legitimate interest.

4 Legal basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to withdraw your consent at any time. You can do this by contacting Michael Higgins as above
- We have a contractual obligation
- We have a legal obligation
- We have a legitimate interest

5 Categories of personal data collected

The data we process may include current and/or historic data on the following and may include special category data (particularly health data and data as to racial or ethnic origin) where this may be relevant:

Categories of individual	Data Collected	Lawful basis for processing
Prospects and visitors completing a form on our website	<i>Contact data</i> - name, email address, phone number, IP addresses and other online identifiers, job titles and position held, company or trading name, business address, country <i>Identity data</i> - gender, nationality, marital status <i>Contractual data</i> - financial and contractual data relating to the issues on which we are instructed, which may include <i>Special category data</i> – any special category data relevant to the issues on which we are instructed, and <i>Other data</i> - any other data provided	<i>Consent</i>

Our clients' staff (including directors)	<i>Contact data</i> - The contact data of our clients' representatives/contact persons - name, email address, IP addresses and other online identifiers, job titles and position held, company name, company address, country, phone number <i>Identity Data</i> – date of birth/age, gender, nationality, marital status <i>Special category data</i> - usually health data which is normally an explanation as to why the person is not in the office <i>Other data</i> - and any other data (including special category data) they provide	<i>Legitimate interest</i> in running the company and providing our services and performing the contract with our client who has a legitimate interest in pursuing or defending their legal rights and in relation to any special category data, the exercise or defence of legal claims <i>Consent</i> in relation to any special category data and in relation to marketing and promoting our services insofar as the activities not covered by our legitimate interests <i>Legal obligation</i> where we need to process data for compliance purposes
Our clients (where our client is an individual or partnership)	<i>Contact data</i> - name, email address, IP addresses and other online identifiers, job titles and position held, trading name, business address, home address, country, phone number <i>Identity data</i> - date of birth/age, gender, nationality, marital status <i>Financial data</i> - payment history and credit control data, financial data (e.g. bank account details for making payments) <i>Contractual data</i> - Financial and contractual data relating to the issues on which we are instructed <i>Special category data</i> – any special category data provided which may be relevant to the issues on which we are instructed	<i>Contact</i> – performing the contract with our client for the provision of our services and running the company <i>Legitimate interest</i> in otherwise providing our services and running the company <i>Consent</i> in relation to marketing and promoting our services and any special category data <i>Legal obligation</i> where we need to

	<i>Other data</i> - any other data they provide	process data for compliance purposes
Our clients' clients'/customers' staff and representatives	<i>Contact data</i> - contact data of their representatives/contact persons - name, email address, IP addresses and other online identifiers, , job title or position held, company name, company address, country, phone number <i>Identity data</i> - date of birth/age, gender, nationality, marital status <i>Contractual data</i> - financial and contractual data relating to the issue on which we are instructed <i>Special category data</i> – any special category data provided which may be relevant to the issues on which we are instructed <i>Other data</i> - any other data they provide	<i>Legitimate interest</i> in running the company and providing our services and performing the contract with our client who has a legitimate interest in pursuing or defending their legal rights and in relation to any special category data, the exercise or defence of legal claims <i>Legal obligation</i> where we need to process data for compliance purposes
Our clients' clients/customers	<i>Contact data</i> - name, email address, trading name, business and/or home address, location, country, mobile and landline phone numbers, IP addresses and other on line identifiers <i>Identity data</i> - date of birth/age, gender, nationality, marital status <i>Financial data</i> – financial data (bank accounts, income, assets and liabilities and credit checks) <i>Contractual data</i> -financial and contractual data relating to the issues on which we are instructed <i>Special category data</i> – any special category data provided which may be relevant to the issues on which we are instructed <i>Other data</i> - any other data they provide	<i>Legitimate interest</i> in running the company and providing our services and performing the contract with our client who has a legitimate interest in pursuing or defending their legal rights and in relation to any special category data, the exercise or defence of legal claims <i>Legal obligation</i> where we need to process data for compliance purposes
Suppliers, including witnesses, experts and	<i>Contact data</i> - their contact data or the contact data of their representatives/contact persons - name, email address, IP addresses	<i>Legitimate interest</i> in running the company and providing our

other third parties and their staff	and other online identifiers, company or business name, company or business address, country, phone number <i>Identity data</i> - date of birth/age, gender, nationality, marital status, qualifications, expertise, relevant experience <i>Contractual data</i> - data relating to the issue on which we are instructed, which may include special category data relevant to the issues <i>Financial data</i> - financial data (e.g. bank account details for making payments) <i>Special category data</i> – any special category data provided which may be relevant <i>Other data</i> - any other data they provide	services and performing the contract with our client who has a legitimate interest in pursuing or defending their legal rights <i>Contract</i> in performing any contract made with a supplier
Court service	<i>Contact data</i> - contact data of their representatives/contact persons - name, email address, IP addresses and other online identifiers, phone number, postal or other address, gender, marital status <i>Other data</i> - any other data they provide	<i>Legitimate interest</i> in running the company and providing our services and performing the contract with our client who has a legitimate interest in pursuing or defending their legal rights <i>Legal obligation</i> in following court rules and orders
Regulatory and other authorities	<i>Contact data</i> - contact data of their representatives/contact persons - name, email address, IP addresses and other online identifiers, phone number, postal or other address, gender, marital status <i>Other data</i> - any other data they provide	<i>Legal obligation</i>

6 The recipients if any

The data may be shared with:

- Suppliers assisting us with the administration of the company, marketing or the provision of our services (e.g. agents, counsel, High Court Enforcement Officers)
- The courts service
- Regulatory and other authorities

7 Intention to transfer to a third country

Data may be transferred to a third country where providing legal services to our clients requires this. Any transfers will be made in accordance with the Data Protection Act 2018 and the UK GDPR.

8 Period for which data stored

Data will be stored in accordance with our Information and Data Retention Policy

9 Your data protection rights

Subject to a number of exceptions and exemptions, under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances. This right only applies where our lawful basis for processing is either consent or legitimate interest.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances. This right applies where our lawful basis for processing is legitimate interest.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. This right applies where our basis for processing is your consent or performance of a contract with you.

Automated decision making – Lovetts Ltd does not use automated decision making.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at data@lovetts.co.uk, 01483 457500 and or Bramley House, The Guildway, Old Portsmouth Road, Guildford GU3 1LR if you wish to make a request.

10 How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using our contact details given above. Data protection law says we must:

- acknowledge receipt of your complaint within 30 days of receiving it but we would aim to acknowledge a complaint much more quickly than that.
- without undue delay take appropriate steps to respond to your complaint, keep you informed of progress and of the outcome of your complaint.

You can also complain to the ICO if you are unhappy with how we have used your data. Please note that the ICO says you should give us a chance to sort things out before bringing your complaint to them.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Data subjects who are in the European Union can also complain to a supervisory authority in the Union. There is no lead supervisory authority, so each supervisory authority is equally competent. We suggest you contact the supervisory authority for the state you are located in. You can find details of the supervisory authorities on the [European Data Protection Board website](#)