

Privacy Policy

Who are we?

Almy & Thomas Solicitors are a limited company and is a 'controller' under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Key Principles

There are seven key principles which apply when considering requests for personal data which are:

- Justifying the purpose
- Not to use personal confidential data unless it is absolutely necessary
- We use the minimum necessary personal confidential data
- Access to personal confidential data should be on a strict need-to-know basis
- Everyone with access to personal confidential data should be aware of their responsibility and receive training
- To comply with the law and regulations
- The duty to share information can be as important as the duty to protect confidentiality

Whose data do we hold?

We may hold data about the following people:

- Employees
- Job applicants
- Customers and clients
- Suppliers and service providers
- Advisers, consultants and other professional experts
- Complainants and enquiries

What data will we collect?

We will only collect information from you that is relevant to the matter that we are dealing with. In particular we may collect the following information from you which is defined as 'personal data':

- Contact details
- Family, lifestyle and social circumstances
- Financial details
- Business activities
- Details of visits to our website

Special Categories

We may also collect information that is referred to as being in a 'special category'. This could include:

- Physical or mental health details

- Racial or ethnic origin
- Religious beliefs or other beliefs of a similar nature
- Criminal convictions
- Sexual orientation

Basis for processing

The basis on which we process your personal data is one or more of the following:

- It is necessary for the performance of our contract with you
- It is necessary for us to comply with a legal obligation
- It is in our legitimate business interest to do so
- You have given us your consent (this can be withdrawn at any time by advising our data protection officer)

How will we use your data?

We may use your information for the following purposes:

- Provision of legal services including advising and acting on behalf of clients
- Promotion of our goods and services
- Provision of education and training to customers and clients
- To track your usage of our website
- Maintaining accounts and records
- To improve client support
- To improve data accuracy
- Supporting and managing staff
- To respond to enquiries, complaints and disputes

Who will we share your information with?

Under our Code of Conduct there are very strict rules about who we can share your information with and this will normally be limited to other people who will assist with your matter. This may include:

- Barristers
- Medical Experts
- Private investigators
- Healthcare professionals, social and welfare organisations
- Courts and Tribunals

Where you authorise us we may also disclose your information to your family, associates or representatives and we may also disclose your information to debt collection agencies if you do not pay our bills.

How long will we keep your information for?

- We will only keep your information for as long as it is relevant to do so
- We will normally keep your information throughout the period of time that we do work for you and afterwards for a period of six years as we are required to do by law and also by the regulations that apply to us
- In some cases (for example where we have prepared a Will for you) we may retain your information for a longer period of time as is required by regulations

- More information is set out in our data retention policy which is available on request from the data protection officer

Transfers to third countries

- We may from time to time have a need to transfer your personal data to a country outside of the EEA
- Normally this will be necessary for the performance of your contract with us or for the exercise or defence of legal claims on your behalf
- Sometimes we may transfer for other reasons and we will ensure that appropriate safeguards are in place at all time

Security arrangements

- We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those people who have a need to know such data.
- We shall ensure that all the information that you provide to us is kept secure using appropriate technical and organisational measures
- In the event of a personal data breach we have in place procedures to ensure that the effects of such a breach are minimised and shall liaise with the ICO and with you as appropriate
- More information is available from the data protection officer in the form of our data security policy

What rights do you have?

You have the following rights under the GDPR:

Right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights.
Right of Access	You can ask for the personal information we hold about you and for details about how and for what purpose we use your information.
Right to Rectification	You can ask us to correct any personal information that is inaccurate or incomplete.
Right of Objection	You can ask us to stop processing your personal information in certain circumstances.
Right to Restriction	You can ask us to temporarily stop processing your personal information in certain circumstances while other challenges are resolved.
Right to Erasure	You can ask us to delete any information we hold about you if the law and our data retention policies no longer require us to hold it.
Right of Data Portability	You can ask us for copies of the information we hold about you so that you can move, copy or transfer personal data easily from one IT environment to another.

Automated decisions / profiling	You have the right not to be subject to a decision based solely on automated processing, including profiling, which has legal effects for you or affects you in any other significant way.
Right to Withdraw	If you have given consent to us to process your personal data for marketing purposes, you have the right to withdraw your consent at any time.
Right to Complain	<p>If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).</p> <p>We should be grateful if you would contact our data protection officer first if you do have a complaint, so that we can try to resolve it for you.</p>

Right of access

- You have a right to see the information we hold about you
- To access this you need to provide a request in writing to our data protection officer, together with proof of identity
- We will usually process your request free of charge within 30 days however we reserve the right to charge a reasonable administration fee and to extend the period of time by a further two months if the request is manifestly unfounded or vexatious and/or is very complex
- Full details are available in our data subject access policy which is available on request from the data protection officer

Right to erasure

- You have a right to ask us to erase your personal data in certain cases (details may be found in Article 17 of the GDPR)
- We will deal with your request free of charge within 30 days but reserve the right to refuse to erase information that we are required to retain by law or regulation, or that is required to exercise of defend legal claims
- To exercise your right to erasure please contact our data protection officer

Marketing

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes please contact our data protection officer.

Cookies

What are Cookies?

We collect information about your use of our Site through cookies. Cookies are information that files stored on your computer, tablet or smartphone that help websites remember

who you are and information about your visit. Cookies can help to display the information on our Site in a way that matches your interests. Most major websites use cookies.

We use cookies and similar technologies to track your activity on our Site so that we can provide important features and functionality on our Site, monitor its usage, and provide you with a more personalised experience.

What cookies are used on this Site?

Analytics - We use analytics cookies to help us understand how users engage with our Site. An example is counting the number of different people coming to our Site or using a particular feature, rather than the total number of times the site or feature is used. Without this cookie, if you visited our Site once each week for three weeks we would count you as three separate users. We would find it difficult to analyse how well our Site was performing and improve it without these cookies.

How can I reject or opt out of receiving cookies?

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may not function properly.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 6th January 2026.

How to contact our data protection officer, Stephanie Teece:

- By email - stepht@almythomas.co.uk
- By telephone - 01803 299131
- By post - 71 Abbey Road, Torquay, TQ2 5NL

Complaints in relation to your data protection

Should you wish to make a complaint in relation to your data protection we would ask that you contact us first to discuss the same, but should you feel unable to do this or if we do not resolve your complaint to your satisfaction, you do have the right to complain to the Information Commissioners Office (ICO), the contact details for which are shown below.

Information Commissioners Office Head Office:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113

Email: casework@ico.org.uk