

Website Enquiry Privacy Notice

This privacy notice tells you about the information we collect from you when you submit an enquiry to us via our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Dibbens Solicitors. Our address is 3 West Borough, Wimborne, Dorset, BH21 1LU. You can contact us by post at the above address, by email at wimborne@dibbens.co.uk or by telephone on 01202 882456.

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

What personal data do we collect?

When you submit an enquiry to us, we ask you for your name, your email address and a brief description of your enquiry.

Why do we collect this information?

We will use your information to respond to your enquiry and hopefully to provide you with the information you need. We do this in order to take steps at your request prior to entering into a contract i.e. as part of pre-instruction activity.

What do we do with your information?

Your information is stored on systems hosted by Spitfire Network Services Limited, Wimborne Business Systems Ltd and www.google.com/drive/my-drive. We are arranging contractual agreements with Spitfire Network Services Limited and Wimborne Business Systems Ltd that commits them to providing an appropriate level of safeguards for your personal data. It is not sent outside of the European Economic Area (EEA).

We will read your message and normally respond to you either via telephone or via email. We may ask for your consent to retain your information on our computer system in order to send you further information that we think may be of interest to you.

We will not use the information to make any automated decisions that might affect you.

How long do we keep your information for?

Your enquiry is kept in our computer system for six months unless you give us your consent to send you marketing information on an ongoing basis, in which case we will keep it for as long as you continue to consent or you subsequently instruct us to act for you on a matter arising from your initial enquiry.

Your rights over your information

By law, you can ask us what information we hold about you, you can see it, and you can ask us to correct it if it is inaccurate.

You can also ask for it to be erased and you can ask for us to give you a copy of the information.

You can also ask us to stop using your information at any time, either by clicking the unsubscribe link at the end of any email communication, if ever subscribed, or by emailing, writing or telephoning us using the contact details above unless you have subsequently instructed us to undertake legal services for you in which case we will retain the information in accordance with the contract we enter into with you.

Your right to complain

If you have a complaint about our use of your information, you can contact the Information Commissioner's Office via their website at www.ico.org.uk/concerns or write to them at:

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



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Tel 01202 882456 or wimborne@dibbens.co.uk