Data Protection Privacy Notice

Mary Ward Legal Centre processes personal data as part of its normal operational activities. Personal data is any information that can be identified to a specific, living individual and processing means collecting, holding or using that information. Mary Ward Legal Centre’s registered office is Queensway House, 275-285 High Street, Stratford, London E15 2TF.

Mary Ward Legal Centre’s Data Protection Officer is Beverley Campbell. Beverley can be contacted by email - [dpo@](mailto:dpo@ig-smart.com)marywardcentre.ac.uk.

The reason for collecting this personal data is to enable us to deal with your complaint. The legal basis for processing this personal data is that it is a legitimate interest of Mary Ward Legal Centre to deal with your complaint.

The information will be used to contact you in respect of your complaint. This personal data may be shared with members of our Trustee Board and the Legal Ombudsman, where applicable. We will keep the data for 7 years from the date your complaint is closed. Where your complaint is about an existing case, we will keep the data for 7 years from the date your case is closed. After 7 years we will only retain sufficient data to enable the legal centre to comply with regulations on client conflict searches.

We will not share it with anyone for the purpose of sales or marketing without obtaining your consent to do so. We will insist that any organisation with whom we share your data will also meet this commitment.

Under UK legislation there are a number of principles that apply to all types of personal data. The individual, to whom the data refers, also has a number of rights concerning their data. More information about both of these things can be found in our Data and Records Management Policy on our web-site at [www.marywardlegal.org.uk/general-data-protection-regulation-gdpr/](http://www.marywardlegal.org.uk/general-data-protection-regulation-gdpr/)

If you are not satisfied that your personal data is being processed properly, and Mary Ward Legal Centre has been unable to deal with your complaint satisfactorily, then you have the right to raise your concern with the Information Commissioner’s Office (ICO). More information about how you can do this is available at the ICO’s web-site [www.ico.org.uk](http://www.ico.org.uk).