FREDERICK & CO SOLICITORS
PRIVACY POLICY

September 2026

This privacy policy explains how we use any personal information we collect about you when you use our services.

Frederick & Co Solicitors Ltd will be treated as a "controller" of the personal information which is given to us by you following your instruction to act on your behalf unless otherwise stated in this privacy notice.

Is the information we provide confidential?

The information you provide to us will be dealt with in confidence and only disclosed if it is reasonable and necessary to carry out the work you have instructed or if we are under a legal obligation to do so.

What about data protection?

We fully comply with the data protection principles created under the General Data Protection Regulation and any associated Act of Parliament. Your personal data held by us on any relevant filing system will not be disclosed to third parties without your consent and will be available to you on request.

What information will be collected about you?

We collect information about you when you first contact us or engage our services. We also collect information when you provide any information we request or which you provide voluntarily. On our website, we collect usage information using cookies.

We will hold some or all of the following personal information about you in our files, in our practice management system and on our client database:

- Name and address
- Date of birth
- Contact telephone number(s)
- Email address(es)
- National Insurance Number
- Financial information required in connection with your transaction

We may also obtain additional personal information to enable us to properly provide our services.

How will this information be used?

When you become a client of Frederick & Co Solicitors Limited, we will collect, store and use the personal information that you provide to us in your instructions and during the course of our solicitor/client relationship.

Why we need your personal information – contractual purposes

We need to collect our clients' personal information to enable us to perform our services.

We will use our clients' personal information to:

- Provide you with legal advice, for example by communicating with you by email, letter and/or telephone.
- Represent you as your solicitors in connection with the matter you have instructed us about.
- Respond to and communicate with clients regarding your questions, comments, support needs or complaints, concerns or allegations in relation to complaints and disciplinary procedures, for example we will use your personal information to investigate your complaint and take disciplinary action.
- Manage any money processed on your behalf.

We may ask you for additional personal information during the course of our solicitor/client relationship, which shall be collected, stored and used in accordance with this privacy notice.

If you do not provide us with all of the personal information that we need, this may affect our ability to provide you with legal advice and/or represent you as your solicitors.

Why we need your personal information – legitimate purposes

We also process our clients' personal information in pursuit of our legitimate interests to:

- Manage our relationship with you.
- Promote our services by sending communications with information for upcoming events and to keep you informed of legal developments and developments within our company.
- Invite our clients as guests to our events, including seminars and client hospitality events.
- Email you about other products and services we think may be of interest to you.
- We will not share your information for marketing purposes with any third party.
- In providing our services, we may send your details to, and also use information from credit reference agencies and fraud prevention agencies.

Where we process your personal information in pursuit of our legitimate interests, you have the right to object to us using your personal information for the above purposes. If you wish to object to any of the above processing, please contact us on **info@frederickandco.co.uk**. If we comply with your objection, this may affect our ability to undertake the tasks above for the benefit of you as a client.

Why we need your personal information – legal obligations

We are under a legal obligation to process certain personal information relating to our clients for the purposes of complying with our obligations under:

- Law Society of Scotland Practice Rules
- Money Laundering Regulations
- Proceeds of Crime Act 2002

Who we share your personal information with

We may be required to share personal information with statutory or regulatory authorities and organisations. Such organisations include the Law Society of Scotland or HMRC, for the purposes of compliance with statutory obligations.

We may also share personal data with our professional advisors for the purposes of taking advice.

Frederick & Co Solicitors Ltd employs third party suppliers to provide services including legal searches, service of documents and our own professional advisers. These suppliers may process personal data on our behalf as "processors" and are subject to written contractual conditions to only process that personal data under our instructions and to protect it.

In the event that we do share personal data with external third parties, we will only share such personal data strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal data in accordance with those purposes.

Your continued relationship with us will be evidence that you consent to our use of your personal information for these purposes.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

Email: info@frederickandco.co.uk
Address: Frederick & Co Solicitors Ltd, 19 Sandyford Place, Glasgow, G3 7NQ

Ownership of Files and Data

When a matter has been completed, we will return, upon request, any documents belonging to you. Our working papers, including all correspondence received and sent, and all other papers and documents, will remain in our ownership.

Destruction of Files and Data

By instructing us to carry out work on your behalf, you consent to destruction of files and data without further reference to you after that work is completed and after the periods set out below:

Matter Type	Retention Period
Simple Debt Collection	Five years after the time for appeal has elapsed
Divorce & Separation	Five years after maintenance, residence and contact orders have ceased to have effect, or children have reached majority
Civil Court Cases	Ten years after completion
Executries	Ten years after completion
Conveyancing Transactions	Purchase: Ten years after completion. Sale: Five years after completion
Company & Commercial Work	Ten years after completion
Other Correspondence Files	Five years after completion of the business