

This privacy notice explains how Across the Pond Process Service collects, stores, and processes personal data. We are committed to complying with UK data protection legislation, and are therefore transparent regarding the data we collect, how the data is collected, where the data is stored, and how the data is processed. The following notice details all of the above, setting out our obligations under both the *General Data Protection Regulations 2016/679* (“GDPR”) and the *Data Protection Act 2018* (“DPA”).

### **i. The data we process**

Information we may collect, hold and process on any individual may include any or all of the following:

- Name
- Contact number(s);
- Home and other addresses, past and present;
- Email address(es);
- Date of birth;
- Employment details;
- Business details;
- Names of family and friends;
- Publicly available data including professional and personal social networks; and
- Lawfully accessible databases and websites

### **ii. The persons about whom data is processed**

We may process data about any of the following persons:

- Individuals to be served with court papers;
- Individuals connected to persons to be served with court papers;
- Individuals who are part of, or connected to, companies or other entities to be served with court papers;
- Individuals encountered during attempts to serve court papers; and
- Individuals connected to past addresses or workplaces of persons or entities to be served with court papers.

### **iii. How the data is collected**

Personal data may come from one or more of the following sources:

- Our clients;
- People encountered during attempts to serve court process;
- From the actual court papers we are instructed to serve;
- Those people we instruct to serve court papers on our behalf;
- Databases, including credit reference agencies, the Land Registry, Companies House, the electoral roll and information on social media and websites; and
- Tracing agencies.

### **iv. How the data is stored**

All personal data collected, generated, or otherwise obtained may be held as either paper or electronic records. We take appropriate measures to ensure that all personal data is kept secure, and have in place security measures to prevent personal data from being accidentally lost, or used or accessed in an unauthorised way. We limit access to personal data to those who have a genuine need to access it. Those

processing personal data will do so only in an authorised manner, and are subject to a duty of confidentiality.

We have procedures in place to deal with any suspected data security breach. We shall notify persons affected by any such breach and any applicable regulator of a suspected data security breach where we are legally required to do so.

#### **iv. How the data is processed**

##### Lawful Basis for Processing

The lawful basis for the collection and processing of personal data is a combination of legitimate interest and contract (with the instructing party).

#### **v) Purposes of Processing**

We use information held about individuals in a number of ways:

- To fulfil our contract with, and to report to, our instructing client;
- To instruct a process server to attempt to serve court papers on an individual, or to carry out such process service attempts ourselves;
- To trace an individual so that court papers may be served upon him or her; and
- For our own accounts and records.

#### **vi) Disclosure of data**

We may disclose data to a third party when attempting to serve court papers on an individual. Such third parties may include any of the following

- Tracing agencies;
- Process servers;
- Persons we meet when attempting to serve court papers;
- The UK High Court foreign process section; and
- Police Forces

#### **vii) How Long We Keep Personal Data**

We will retain all personal data for 6 years after court papers have been served or after we have reported to our client that attempts at service have ceased. This is a requirement placed on us by our professional indemnity insurers. Our paper records are generally disposed of securely after between six and twelve months.

#### **Your rights in connection with personal information**

Under certain circumstances, by law you have the right to:

**Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.

**Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

**Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.

**Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

**Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us in writing.

### **No fee usually required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### **How to Complain**

We hope that we can resolve any query or concern you raise about our use of your personal data; however, if you are not satisfied with our procedures or approach, the Data Protection Act and GDPR gives you the right to file a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, live, or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <http://ico.org.uk/concerns/> or on 0303 123 1113.

### **Contacting Across the Pond Process Service**

If you have any questions, queries, or issues relating to policies and procedures, or how they relate to our adherence to both the GDPR and DPA, then please contact us by email at [info@atpps.com](mailto:info@atpps.com)