PRIVACY NOTICE

Last Updated: July 2026

Your Privacy

At Kenny Solicitors, we understand that buying or selling a home is one of the most important transactions you will ever undertake. To provide legal advice and complete your transaction, we need to collect and use personal information about you.

We are committed to protecting your privacy and handling your information responsibly.

This Privacy Notice explains:

- what information we collect;
- why we collect it;
- how we use it;
- who we share it with;
- how long we keep it;
- your rights in relation to your personal information; and
- how to contact us if you have any questions.

We have written this notice in plain English because we believe privacy information should be clear, transparent and easy to understand.

Who We Are

Kenny Solicitors Limited is authorised and regulated by the Solicitors Regulation Authority (SRA No. 625441).

For the purposes of UK data protection legislation, Kenny Solicitors Limited is the **Data Controller** responsible for the personal information we hold.

Our Data Protection Officer is **Louise Kenny**, who oversees our compliance with data protection legislation.

Our contact details are:

Kenny Solicitors Limited

The Old Rectory

Old Rectory Drive

Eastergate

Chichester

West Sussex

PO20 3XH

Telephone: **01243 887880**

Email: **info@kennysolicitors.co.uk**

Website: www.kennysolicitors.co.uk

If you have any questions about this Privacy Notice or how we use your information, please contact Louise Kenny using the details above.

The Information We Collect

The information we collect depends upon the legal services we are providing.

Typically, we collect information directly from you, although we may also receive information from third parties involved in your transaction.

The categories of information we may collect include:

Personal Information

- your name;
- previous names;
- date of birth;
- home address and address history;
- telephone numbers;
- email addresses;
- nationality;
- marital status where relevant;
- National Insurance number where required.

Identity Information

To comply with anti-money laundering legislation, we may collect:

- passport details;
- driving licence details;
- biometric verification;
- proof of address;
- electronic identity verification results;
- photographs used for identity verification.

Financial Information

Where relevant to your transaction we may collect:

- bank account details;
- mortgage information;
- savings information;

- gifted deposit information;
- source of funds;
- source of wealth;
- evidence of income;
- information relating to trusts or companies.

Property Information

Where we act on a property transaction, we may collect information relating to:

- properties you own;
- properties you are buying or selling;
- title documentation;
- leases;
- planning documentation;
- building regulation documentation;
- search results;
- mortgage documentation;
- completion statements.

Transaction Information

As part of providing legal services we will also create and retain information including:

- correspondence;
- attendance notes;
- emails;
- telephone records;
- legal advice;
- contracts;
- reports;
- signed documents;
- Land Registry applications;
- SDLT returns;
- file notes.

Special Category Information

Occasionally, we may need to process information that is given additional protection under data protection legislation.

This may include information relating to:

- physical or mental health;
- mental capacity;
- powers of attorney;
- court appointments;
- information required to make reasonable adjustments;
- equality information where appropriate.

We only process this type of information where it is necessary for the legal services we provide or where we are required or permitted to do so by law.

Where We Obtain Your Information

Most of the information we hold comes directly from you.

However, depending on your transaction, we may also receive information from:

- estate agents;
- mortgage brokers;
- mortgage lenders;
- the other party's solicitor;
- HM Land Registry;
- HM Revenue & Customs;
- Companies House;
- local authorities;
- search providers;
- landlords and management companies;
- surveyors;
- valuers;
- accountants;
- financial advisers;
- identity verification providers;
- anti-money laundering providers;
- source of funds verification providers;
- publicly available registers; and
- any person authorised by you to communicate with us.

Where information is provided by a third party, we will only use it where we are satisfied that there is an appropriate legal basis for doing so.

HOW WE USE YOUR INFORMATION

We only collect and use personal information where we have a genuine reason to do so.

Most of the information we process is necessary to provide the legal services you have asked us to carry out. In addition, we have legal and regulatory obligations that require us to collect and retain certain information.

We use your information to:

- verify your identity;
- comply with anti-money laundering, sanctions and fraud prevention legislation;
- communicate with you throughout your transaction;
- provide legal advice;
- prepare legal documents;
- carry out conveyancing transactions;
- liaise with mortgage lenders, estate agents and other professionals involved in your matter;
- obtain searches and other information required for your transaction;
- submit applications to HM Land Registry;
- prepare and submit Stamp Duty Land Tax returns where applicable;
- receive and transfer funds through our client account;
- comply with court orders and requests from regulatory authorities;
- respond to complaints, claims or legal proceedings;
- maintain accurate records of the work we have carried out;
- improve the quality, efficiency and security of the services we provide.

We will only use your personal information for purposes that are compatible with the reason it was originally collected unless we are required or permitted by law to do otherwise.

OUR LEGAL BASIS FOR PROCESSING YOUR INFORMATION

Data protection legislation requires us to explain the legal basis upon which we process your personal information.

Depending upon the circumstances, we rely upon one or more of the following:

Performance of a Contract

Most of the information we process is necessary so that we can provide the legal services you have asked us to carry out.

Without this information, we may be unable to act for you or complete your transaction.

Compliance with Legal Obligations

Solicitors are subject to numerous legal and regulatory obligations.

These include requirements relating to:

- anti-money laundering;
- sanctions;
- fraud prevention;
- taxation;
- accounting;
- professional regulation;
- court orders;
- regulatory investigations.

Where processing is required to comply with these obligations, your consent is not required.

Legitimate Interests

We also process information where it is necessary for our legitimate interests, provided those interests do not override your rights and freedoms.

Examples include:

- improving our systems and procedures;
- maintaining the security of our IT systems;
- preventing fraud and cybercrime;
- training and supervising staff;
- responding to complaints or claims;
- managing our business efficiently;
- protecting our legal rights.

Consent

Occasionally, we may ask for your consent to process particular information.

Where we rely on consent, you may withdraw it at any time. However, withdrawing consent will not affect processing that has already taken place and may mean that we are unable to continue providing certain services.

Special Category Information

Where we process special category information (such as information concerning health or mental capacity), we do so only where permitted under UK data protection legislation.

This will usually be because:

- it is necessary for the provision of legal services;

- it is necessary to establish, exercise or defend legal claims;
- it is required by law; or
- you have given your explicit consent where appropriate.

WHO WE SHARE YOUR INFORMATION WITH

Providing legal services often requires us to share information with other organisations involved in your transaction.

We only share information where it is reasonably necessary or where we are required to do so by law or our professional obligations.

Depending upon your matter, we may share information with:

Government and Public Bodies

- HM Land Registry;
- HM Revenue & Customs;
- Companies House;
- Local Authorities;
- the Courts;
- the Solicitors Regulation Authority;
- the Legal Ombudsman;
- law enforcement agencies where required by law.

Financial Institutions

- mortgage lenders;
- banks;
- building societies;
- payment service providers.

Property Professionals

- estate agents;
- mortgage brokers;
- surveyors;
- valuers;
- landlords;
- freeholders;
- management companies;

- managing agents;
- search providers;
- the other party's solicitors.

Professional Advisers

Where appropriate, we may also share information with:

- barristers;
- expert witnesses;
- accountants;
- tax advisers;
- insurers;
- auditors;
- our external professional advisers.

Technology and Service Providers

To enable us to operate efficiently and securely, we use carefully selected third-party providers who assist us in delivering our legal services.

These may include providers of:

- case management software;
- cloud hosting;
- secure email services;
- document management systems;
- electronic signatures;
- identity verification;
- anti-money laundering checks;
- source of funds verification;
- cyber security;
- secure data storage;
- document production;
- legal research tools;
- Stamp Duty Land Tax checking services;
- secure client communication platforms.

These providers process information on our behalf and are required to keep it secure and confidential.

ARTIFICIAL INTELLIGENCE (AI)

Like many modern professional firms, we use technology to improve the quality, efficiency and accuracy of the services we provide.

This may include the use of artificial intelligence ("AI") to assist our lawyers with administrative and support tasks.

Examples include:

- reviewing documents;
- summarising lengthy information;
- proofreading;
- checking consistency;
- preparing first drafts;
- organising information;
- assisting with legal research;
- improving administrative efficiency.

AI is used as a tool to support our lawyers—it does not replace them.

Every piece of legal advice we provide remains the responsibility of an appropriately qualified member of our legal team, who reviews the work before it is relied upon or sent to you.

Where AI or similar technologies process personal information on our behalf, we will only use providers that we reasonably believe:

- maintain appropriate security standards;
- comply with applicable data protection legislation;
- process information confidentially;
- implement suitable technical and organisational safeguards.

We will never allow AI to make legal decisions about your matter without appropriate human review.

Our aim is to use technology responsibly so that routine administrative tasks can be completed more efficiently, allowing our lawyers to spend more time providing you with expert legal advice and personal service.

INTERNATIONAL TRANSFERS

Most of the personal information we hold is stored and processed within the United Kingdom.

However, some of the technology providers we use may process or store information outside the UK.

Where this happens, we will only use providers where appropriate safeguards are in place to protect your personal information in accordance with UK data protection law. These safeguards may include:

- an adequacy decision made by the UK Government;
- the UK International Data Transfer Agreement (IDTA);
- the UK Addendum to the European Commission's Standard Contractual Clauses; or

- any other legally recognised transfer mechanism.

HOW LONG WE KEEP YOUR INFORMATION

We only retain your personal information for as long as necessary.

The length of time we keep information depends upon:

- the type of legal work we have carried out;
- our professional obligations;
- legal limitation periods;
- regulatory requirements;
- our insurers' requirements; and
- whether there is an ongoing dispute or claim.

Our standard retention periods are:

Matter	**Retention Period**
Purchase	15 years
Remortgage	15 years
Transfer of Equity	15 years
Trust Deeds	15 years
Sale	7 years

We retain purchase-related files for a longer period because issues concerning ownership, boundaries, rights, restrictive covenants and other title matters can arise many years after completion. Retaining these files enables us to assist clients more effectively should questions arise in the future.

In some circumstances we may retain information for longer where required by law, regulation, our professional indemnity insurers or where it is necessary to establish, exercise or defend legal claims.

When information is no longer required, it will be securely destroyed or permanently anonymised.

KEEPING YOUR INFORMATION SECURE

Protecting your information is extremely important to us.

We use a combination of physical, technical and organisational security measures designed to protect personal information from:

- accidental loss;
- unauthorised access;
- alteration;
- disclosure;

- destruction;
- cyber attack.

These measures include secure premises, encrypted systems where appropriate, access controls, secure backups, staff training and carefully selected technology providers.

Although we take reasonable steps to protect your information, no method of transmitting information over the internet or storing information electronically can ever be completely secure.

If we become aware of a personal data breach that is likely to result in a risk to your rights and freedoms, we will comply with our legal obligations, including notifying the Information Commissioner's Office and affected individuals where required.

YOUR RIGHTS

Under UK data protection legislation, you have a number of important rights.

These include the right to:

- request access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to erase your personal information in certain circumstances;
- ask us to restrict the way we use your information;
- object to processing where the law allows;
- request a copy of certain information in a portable format;
- withdraw your consent where processing is based on consent.

These rights are not absolute.

There are circumstances where the law permits or requires us to refuse a request, for example where complying would prejudice legal proceedings, breach another person's rights or prevent us from complying with our legal or regulatory obligations.

If you would like to exercise any of your rights, please contact our Data Protection Officer using the contact details below.

AUTOMATED DECISION MAKING

We do not make decisions about you based solely on automated processing where those decisions produce legal or similarly significant effects.

Although we may use technology, including artificial intelligence, to assist our staff with administrative and legal support tasks, all important decisions affecting your matter are reviewed by an appropriately qualified member of our legal team.

COOKIES

Our website uses cookies and similar technologies to improve your browsing experience, help us understand how our website is used and maintain its security.

Further information is available in our separate Cookie Policy, which can be found on our website.

CHANGES TO THIS PRIVACY NOTICE

We may update this Privacy Notice from time to time to reflect changes in the law, technology or the way we provide our services.

The most recent version will always be available on our website.

Where appropriate, we will notify you of significant changes.

CONTACTING US

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Louise Kenny
Managing Director & Data Protection Officer

Kenny Solicitors Limited
The Old Rectory
Old Rectory Drive
Eastergate
Chichester
West Sussex
PO20 3XH

Telephone: 01243 887880

Email: info@kennysolicitors.co.uk

MAKING A COMPLAINT

If you have any concerns about how we have handled your personal information, we would appreciate the opportunity to resolve them first.

Please contact Louise Kenny using the details above.

If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

Making a complaint to the ICO will not affect your right to seek any other legal remedy that may be available to you.

OUR COMMITMENT TO YOUR PRIVACY

At Kenny Solicitors, protecting your personal information is fundamental to the service we provide.

We believe that using modern technology responsibly, maintaining robust security measures and being open about how we use your information helps us deliver a legal service that is both efficient and trustworthy.

If you have any questions about how we use your information, please ask. We are always happy to explain.

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