

PHH Solicitors Website Privacy & Data Usage Notice

Effective Date: 09/05/2025

1. Introduction

Palmer Hodgson & Heyes Limited trading as PHH Solicitors ("we", "us", "our") is committed to protecting your privacy. This Website Privacy & Cookie Notice explains how we collect, use, and protect personal data when you use our website and contact us through online platforms, including social media and messaging services.

2. Who we are

PHH Solicitors is a limited company registered in England & Wales, authorised and regulated by the Solicitors Regulation Authority (SRA No. 592353). Our registered office is at York House, 1 York Avenue, Thornton-Cleveleys, Lancashire, FY5 2UQ.

3. Information we collect

When you visit our website or interact with us online, we may collect the following information:

- **Contact information:** Name, email address, phone number, and enquiry details provided via website forms or social media messaging services (e.g., Facebook Messenger, Instagram Direct).
- **Technical data:** IP address, browser type, time zone, operating system, and browsing behaviour.
- **Cookies and tracking technologies:** Data collected through cookies and similar technologies to enhance user experience and analyse traffic.

4. How we use your information

We process personal data collected via our website for the following purposes:

- **Responding to enquiries:** To address your questions and provide legal services.
- **Website improvement:** To manage and enhance our website and online services.
- **Legal compliance:** To fulfil legal and regulatory obligations.
- **Security monitoring:** To monitor website usage and improve security.

5. Social media and messaging services

We receive potential client enquiries via social media platforms (e.g., Facebook Messenger, Instagram Direct). While we take steps to ensure security and confidentiality, please be aware that:

- Messages sent via social media are processed according to the platform's privacy policy. Users should review these third-party policies, as we do not control how these platforms collect or store your data.
- Sensitive information should not be shared via messaging apps; we recommend contacting us via phone or email instead.
- By contacting us via social media, you acknowledge that we may retain your messages as required by law and regulatory obligations, even if you later request deletion.

6. Cookies and tracking technologies

A cookie is a small text file that is stored on your computer, tablet, or phone when you visit a website. Cookies help us distinguish you from other users, providing a better browsing experience and allowing us to improve our website.

Types of cookies we use:

- **Session cookies** – These are deleted when you finish browsing a website and are not stored on your computer after your session ends.
- **Persistent cookies** – These remain stored on your computer after you finish using a website, enabling the website provider to remember your preferences for future visits. Depending on the cookie type, these may remain for a few days, months, or longer.

Categories of cookies:

- **Essential cookies** – Necessary for website functionality and security.
- **Analytics cookies** – Help us understand website usage and improve performance (e.g., Google Analytics, which allows us to analyse visitor numbers, browser versions, and marketing response. These cookies do not contain confidential information and can only be seen by us and Google).
- **Marketing cookies** – E.g. Google Ads, used for targeted advertising.
- **Third-party cookies** – Some of the cookies stored when using our website are set by third parties:
 - **Google Analytics** – Used to analyse visitor trends and improve website functionality. To opt out of Google's use of cookies, visit the [Google advertising opt-out page](#).
 - **Social media share tools** – If you share our content via social networks, those platforms may place cookies on your device. We do not control these cookies, so we recommend visiting the respective third-party websites for more information on their cookie policies.

Consent and managing cookies

When you first visit our website, you will be presented with a cookie banner that allows you to accept or reject non-essential cookies. You can change your cookie preferences at any time through your browser settings or via our website Consent Preferences tool.

Most web browsers automatically accept cookies. If you wish to restrict, block, or delete cookies, you can do so via your browser settings, usually found in the 'Options' or 'Preferences' menu.

If you choose to block all cookies, certain parts of our website may not function correctly. If you delete cookies related to this website, we will not remember your preferences, and you will be treated as a first-time visitor upon your next visit.

For more details on managing cookies, visit www.allaboutcookies.org.

If you have any questions or comments about this Cookie Policy, please contact us at: info@phhsolicitors.co.uk

7. Data sharing and retention

We do not sell personal data. Your data may be shared with:

- Third-party service providers assisting with website maintenance and analytics.
- Regulatory authorities if required by law.
- Our legal and compliance teams.

Data collected through the website and online enquiries will be retained in accordance with legal and regulatory requirements. We cannot always delete enquiry data upon request if retention is necessary to comply with legal obligations.

8. Your rights

Under UK GDPR, you have the right to:

- Access, correct, or delete your personal data (subject to legal restrictions).
- Object to processing for marketing purposes.
- Request data portability where applicable.

You simply need to contact us (see 11. below) if you wish to exercise your rights.

For more information on your legal rights see the Information Commissioner's website (www.ico.org.uk).

9. Security measures

We implement technical and organisational security measures to protect personal data. However, online communications (including social media) are not entirely risk-free, and we advise using secure methods for confidential matters.

10. Website accessibility

We are committed to ensuring that our website is accessible to all users, including those with disabilities. We take reasonable care to provide an inclusive experience and comply with accessibility standards. If you encounter any difficulties using our website or have suggestions to improve accessibility, please contact us at info@phhsolicitors.co.uk.

11. Age restrictions

Our website and services are intended for individuals aged 18 and over. If you are under 18, please do not submit personal information through our website or contact us via messaging services. A parent or legal guardian must contact us instead.

12. Contact us

If you have any questions about this notice or wish to exercise your rights, please contact:

Data Privacy Manager: Helen Hackett

Email: info@phhsolicitors.co.uk

Address: York House, 1 York Avenue, Thornton-Cleveleys, Lancashire, FY5 2UQ

Phone: 01253 824216

13. Updates to This Notice

This policy is reviewed regularly and may be updated. The latest version will always be available on our website.