QUEEN SQUARE
CHAMBERS

Fair Processing Notice for Lay Clients

Queen Square Chambers processes data about our lay clients. This Fair Processing Notice explains what data we process, why we process it, our legal basis, how long we keep it and your rights.

We will always make sure that any personal data is protected and treated securely. Any information that we process will be held in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and other UK or EU data protection legislation.

Our contact details

Queen Square Chambers
56 Queen Square
Bristol
BS1
4PR

T: 0117 9211966

When you are a potential lay client or a lay client, we will process personal data about you in the following way.

In order to provide our services, we collect and process your personal data. We process information about you when you begin using our services and we process it on an on-going basis, should you become a lay client.

We may process the following:

- name, address, phone number, email.
- a record of the information that is provided to us, including any data on ethnicity, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information and any data revealing your physical or mental health.
- any criminal convictions or offenses, including cautions.
- your instructions, via your solicitor; and
- a record of any complaints/compliments made by you and the action taken in respect of any such complaint/compliments.

Why do we need it?

Queen Square Chambers processes personal data about our lay clients in order to provide an effective and high-quality service, to fulfil our legal obligations and where it is a legitimate activity. We will process your data:

- to enable us to provide legal services.
- to use material in the course of proceedings, whether by service on opposing parties, filing in court, or otherwise.
- for the purpose of conflict-checking.
- for use in the defence of potential complaints, legal proceedings or fee disputes.
- exercising a right to a lien.
- to keep a record of your relationship with us.
- to send you correspondence and communicate with you.
- to meet our legal obligations.
- to respond to or fulfil any requests, complaints or queries that you may have; and
- to understand how we can improve our services or information.

Our legal basis for processing personal data

By law, we need a legal basis for processing the personal data of a lay client. We will process your data using the legal basis of consent, legal obligation and legitimate interests.

Consent

Consent is given where we ask you for permission to use your information in a specific way and you agree to this. Where we use your information for a purpose based on consent, you have the right to withdraw consent for this purpose at any time. For example, you consent to use our services, upon referral from your solicitor.

Legal obligation

We have a basis to use your personal information where we need to do so to comply with one of our legal obligations. For example, we need to hold your data for conflict checking purposes.

Legitimate interests

We have a basis to use your personal information if it is reasonably necessary for us to do so and in our "legitimate interests" (if what the information is used for is fair and does not unduly impact your rights).

For example, we have a legitimate interest to keep your personal data on our systems in order to keep it secure, process it and to provide you with a service.

We only rely on legitimate interests where we have considered any potential impact on you, whether or not our processing is excessive and that our processing does not override your rights.

We will process the following personal data with your **consent.** You are able to withdraw consent at any time but if you do so, we will not be able to carry out your instructions and represent you.

- your instructions, via your solicitor.
- name, address, phone number, email;
- a record of the information that is provided to us, including any data on ethnicity, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information and any data revealing your physical or mental health;
- any criminal convictions or offenses, including cautions; and

We process the following data because we have a **legitimate interest** in processing this data**:**

- the IP address and the MAC address when you visit our website enables us to keep our website secure;
- keeping your data in our system in order to keep it secure;
- a record of any complaints/ compliments made by you and the action taken in respect of any such complain/ compliments;
- to retain the data for conflict-checking purposes; and
- to use your data in the defence of potential complaints, legal proceedings or fee disputes.

We process the following personal data due to our **legal obligation**:

- store your records in order to check if there is a conflict, for example if a Barrister has previously prosecuted your case on behalf of the CPS they could not then defend you.

Special categories of personal data and criminal convictions/offences

Special categories of personal data are data revealing health, ethnicity, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information.

We process special categories of data with your explicit consent and where it is necessary for the establishment, exercise or defence of legal claims:

- any data on ethnicity, religious beliefs, political views, trade union membership, sex life or sexuality or genetic/biometric information; and
- any data revealing your physical or mental health.

We process personal data relating to criminal convictions and offences as it is authorised by UK law and we have the appropriate safeguards in place.

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How long do we hold your personal data?

We hold your data:

- All data for 7 years;
- after ceasing to be a client we store your name and Date of Birth only forever due to conflict checking;

Who do we share your information with?

- our software and cloud service providers;
- courts and other tribunals to whom documents are presented;
- solicitors, barristers, pupils, vacation pupils and other legal representatives;
- ombudsmen and regulatory authorities;

Data Transfers out of the EU OR EEA

We do not transfer any personal data out of the EU or EEA.

Your rights under GDPR

You have rights in respect of our processing of your personal data which are:

- To access to your personal data and information about our processing of it. You also have the right to request a copy of your personal data (but we will need to remove information about other people).
- To rectify incorrect personal data that we are processing.
- To request that we erase your personal data if:
    - we no longer need it;
    - if we are processing your personal data by consent and you withdraw that consent;
    - if we no longer have a legitimate ground to process your personal data; or
    - we are processing your personal data unlawfully

- To object to our processing if it is by legitimate interest.
- To restrict our processing if it was by legitimate interest.
- To request that your personal data be transferred from us to another company if we were processing your data under a contract or with your consent and the processing is carried out automated means.

If you want to exercise any of these rights, please contact us. Please be aware that some of your rights will be limited due to legal professional privilege.

If you have a concern about the way we are collecting or using your personal data, please raise your concern with us in the first instance. You may also contact the Information Commissioner's Office at https://ico.org.uk/concerns/.

Last reviewed: 5th December 2025
Next review: 5th December 2028