

[Privacy Policy](#)

This Privacy Policy (the “Policy”) explains what personal data / information we hold, how we collect it and how we use it. We are required to provide this information under data protection legislation, including the General Data Protection Regulation. Please ensure that you read this Policy carefully and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

About us

Quest Legal Advocates (“Quest”) is a registered ‘data controller’ for the purpose of relevant data protection legislation, including the General Data Protection Regulation (“GDPR”). This covers the information we collect for recruitment and employment purposes.

Quest also acts as a ‘data processor’ on behalf of our professional clients and consultant advocates who provide legal services.

The information we collect

All personal information that we collect will be recorded, used and protected by us in accordance with applicable data protection legislation, including the General Data Protection Regulation and this Policy.

We may supplement the information that is provided by the individual with other information that we obtain from our dealings with them, however we will not use that information for purposes which are not clear when the details are provided.

We may collect the following information when someone enquires about Quest:

- Name
- Name of your organisation (if applicable)
- Address
- Email address
- Telephone number
- Details of your enquiry

In addition to recruitment and employment, we receive instructions from a professional client (i.e. instructing solicitors) to arrange for an advocate to attend a court hearing to assist a lay client. As part of that instruction we receive personal data from the professional client. This data, including names, addresses, dates of birth and contact details, enables the advocate to carry out their instructions. In addition, the advocates may collect information directly from lay clients at court.

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We use the data to:

- Administer and provide services our clients request or have expressed an interest;
- Keep accurate records of the service we and our advocates provide;

The processing of personal data is necessary and forms a 'legitimate interest' for the purposes of Quest's services.

We do not share any personal data with anyone other than the parties involved in a particular instruction – i.e. the professional client, the lay client and the allocated advocate.

We will co-operate with law enforcement agencies as well as related third parties to enforce laws such as fraud or other rights.

Transfer of data outside the EEA

Please note that Quest does not transfer data outside of the EEA. In the event there is a requirement to transfer data outside of the EEA, we will take all necessary steps to ensure the data is afforded the same safeguards and controls as those applied within the EEA.

Data retention

Quest will retain data for as long as is reasonably necessary for the required services to be provided and it will not be retained indefinitely or for reasons incompatible with relevant data protection legislation, including the General Data Protection Regulation.

Your rights

While we are in possession of or processing your personal data, you have the following rights regarding their personal information:

- Request access to personal information;
- Request inaccurate information to be reviewed and corrected;
- Request a restriction to the processing of personal information;
- Request personal information held by Quest to be erased in certain circumstances;
- Request a copy of the personal information that has been provided to us;
- Object to the processing of personal information or the continued processing of personal information; and
- Request not to be subject to automated decision making which produces legal effects that concern or affect you in a significantly similar way

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Should you wish to make a request to exercise any of the above rights you should contact us by email at instructions@questlegaladvocates.com or write to us at:

Compliance

Quest Legal Advocates

Albion Wharf

19 Albion Street

Manchester

M1 5LN

When contacting us please ensure that you provide relevant information to allow us to identify you and state the right or rights that you wish to exercise. We may need to contact you to request further information to verify your identity.

We will respond to you within one month from when we receive a valid request.

Keeping your personal information secure

Quest is committed to maintaining privacy and the security of personal information we receive. Quest have appropriate measures, safeguards and policies in place to ensure that data is kept secure, is only accessed by those individuals authorised to do so and those individuals have a legitimate need to access the data.

Where to make a complaint

If you have a complaint regarding any aspect of your personal data or this Policy, please write to us at instructions@questlegaladvocates.com or at the above address.

Changes to this Privacy Policy

We aim to meet high standards and so our policies and processes are subject to review. Any changes to this Policy will be posted on this website and, where appropriate, through e-mail notification and will take effect immediately.