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Welcome

We've updated our privacy policy to reflect the changes in data-protection laws.

Why do we have a privacy policy?

Firstly, we are under a legal obligation to let you know what personal information we collect about you, what we use it for and on what basis. We always need a good reason and we also have to explain to you your rights in relation to that information. You have the right to know what information we hold about you and to have a copy of it, and you can ask us to change or sometimes delete it.

The reasons we collect information are set out in this privacy policy, but we are not telling you all this just because we have to. We aim to give you information on how we collect and process your personal data through your interactions with us. We want you to be confident that we will keep it secure and use it both lawfully and ethically, respecting your privacy.

Whatever we do with your information, we need a legal basis for doing it. We generally rely on one of three grounds (reasons) for our business processing.

Firstly, in order for us to carry out claims handling and legal services, we are entitled to process your information.

Secondly, if we want to collect and use your information for other purposes, we may need to ask for your consent (permission) and, if we do, that permission must always be indicated by a positive action from you (such as ticking a box) and be informed. You are also free to withdraw your permission at any time. We tend to need permission when what is proposed is more intrusive.

But we do not always need permission. In some cases, having assessed whether our use would be fair and not override your right to privacy, we may come to the view that it falls within the third ground – our ‘legitimate interests’ to use the information in a particular way without your permission (for example, to protect our network against cyber-attacks, or to detect and prevent fraud). But when we do this, we must tell you as you may have a right to object. And if you object specifically to us sending you marketing material, or to ‘profiling you’ for marketing purposes, we must then stop.

This is all set out in detail in this policy, which focuses more on those items that we think are likely to be of most interest to you. As well as covering processing for business purposes, we give you information on circumstances in which we may have to, or can choose to, share your information.

[Our privacy policy](#)

This Privacy Policy applies to the claims handling and legal services that we provide, if we need to use your information as part of providing these services to someone else, or if you contact us, including:

- when you ask us for information;
- as a result of your relationship with one or more of our clients;
- you are a Claimant, Defendant, a witness, or someone instructed to support a claim and help run our business;
- if you contact us, perhaps representing the other side in a legal case;
- if you are an interested party in a case we are working on; and
- your use of our websites (including our associated sites) and online services (including our mobile apps).

If you need to give us personal information about someone else, the privacy policy will also apply. And if we need the permission of the other person to use that information, we’ll ask you to check they are OK with this.

Technology is a fast-changing area and can be complicated. We’ve included a [glossary](#) which explains the meaning of any technical terms we use.

Who are we?

BT Law Limited, “we” or “our”, provide legal and claims handling services to business/insurance clients. We do not provide claims handling or legal services to individuals. We hold an Alternative Business Structure license from the Solicitors Regulation Authority in order to provide these services.

We are part of a larger group of companies – the **BT Group**. Some other companies and parts of the **BT Group** have their own separate privacy policies. And they’ll apply if you obtain services directly from them.

- [BT plc](#)
- [EE Ltd](#)
- [Plusnet plc](#)
- [Openreach Ltd](#)
- [BT MyDonate](#)

What’s not included?

This policy doesn't apply to information about BT employees or shareholders. It also doesn't cover other companies or organisations (which advertise our services and use [cookies](#), [tags](#) and other technology) collecting and using your personal information to offer relevant online advertisements to you. Read our cookie policy [here](#) for information about how we use cookies on our website.

You may be able to link to other organisations' websites from our website. This privacy policy doesn't apply to how those other organisations use your personal information.

You should review their privacy policies before giving them your personal information.

We review our privacy policy regularly when further changes come into effect. It was last updated on 25 May 2018. And we'll tell you if we change the policies, as set out [here](#).

Accessing and updating how we use your information

You can access and update the information we hold about you using our online form here - www.productsandservices.bt.com/consumer/edw/privacy-policy/copyform/bt/. Once we've looked at your request, we'll let you know when you can expect to hear from us.

We'll always try to help you with your request but we can refuse if we believe doing so would have a negative effect on others or the law prevents us. And even though we have to complete your request free of charge, we are allowed to reject requests if:

- they're repetitive;
- you don't have the right to ask for the information; or
- the requests made are excessive.

If that's the case, we'll explain why we believe we don't have to fulfil the request.

Fed up with getting marketing from us?

You can opt out of receiving marketing from us at any time by making a request using our request form here - www.productsandservices.bt.com/consumer/edw/privacy-policy/marketingpermission/bt/.

For more information about how we use your information for marketing purposes, please see [below](#).

Want a copy of the information we hold about you?

You can ask us for a copy of the information we hold about you using our online form here - www.productsandservices.bt.com/consumer/edw/privacy-policy/copyform/bt/.

If you work for one of our corporate customers, please ask your employer – they'll ask for this on your behalf.

It will normally take us up to one month to get back to you but could take longer (up to a further two months) if it's a complicated request or we get a lot of requests at once. Either way, we will let you know.

We'll reply electronically unless you ask us to send the information by post.

Concerned about what we're doing with your personal information?

You can ask us to **correct, complete, delete** or **stop using** any personal information we hold about you by using our online form here - www.productsandservices.bt.com/consumer/edw/privacy-policy/copyform/bt/ .

If you want us to stop using personal information we've collected via **cookies** on our website or apps, you should either change your cookie settings [here](#). In some cases, we might decide to keep information, even if you ask us not to. This could be for legal or regulatory reasons, so that we can keep providing our services, or for another legitimate reason.

We aim to provide our services in a way that protects information and respects your request. Because of this, when you delete or change (or ask us to delete or change) your information from

our systems, we might not do so straight away from our back-up systems or copies on our active servers. And we may need to keep some information to fulfil your request (for example, keeping your email address to make sure it's not on our marketing list).

Where we can, we'll confirm any changes. For example, we'll check a change of address against the Postal Address File, or we might ask you to confirm it.

If we've asked for your permission to provide a service, you can withdraw that permission at any time. It'll take us up to 30 days to do that. And it only applies to how we use your personal information in the future, not what we've done in the past.

Moving to another provider and want to take your personal information?

If we provide you with our services, or you've said we can use your information, you can ask us to move, copy or transfer the information you have given us. You can ask us to do this using our online form here - www.productsandservices.bt.com/consumer/edw/privacy-policy/copyform/bt/.

We'll send your personal information electronically. And we'll do our best to send it in another format if needed.

We'll always try to help you with your request. But we can refuse if sharing the information would have a negative effect on others, for example because it includes personal information about someone else, or the law prevents us from doing so.

It will normally take us up to one month to get back to you but could take longer (up to a further two months) if it's a complicated request or we get a lot of requests at once.

[What information we collect and what we use it for](#)

What kinds of personal information do we collect and how do we use it?

The **personal information** we collect depends on the services we provide and how we interact with you, for example if you are a witness in a claim we are handling. We've explained the different ways we use your personal information below.

[To provide our services](#)

We'll use your personal information to provide our services. We may use your information to:

- Provide legal advice services and/or a claims handling services
- Contact you or your representative in the course of managing a legal claims and/or litigation
- Communicate with you or your representative
- Keep financial records relating to a claim
- Seek advice from third parties by instructing legal, non-legal experts, or agents
- Respond to any complaint or allegation of negligence against us
- Comply with legal and regulatory requirements including for the purpose of preventing or detecting insurance fraud

We use the following information in our claims handling and provision of legal services

- Your contact details and other information in order to confirm your identity and your communications with us. This includes your name, gender, address, phone number, date of birth, email address, photographs and credentials (such as the security questions and answers we have on your account).
- Your sensitive personal data (also known as special categories personal data). This may include your racial, ethnic origin, religion, health records or criminal convictions. This will only be collected if they are required in order to bring or defend the claim.
- Your payment and financial information including National Insurance number if we need to make payments to you.
- Your communications with us, including emails and phone calls. We'll also keep records of any settings or communication preferences you choose.
- Images including CCTV footage, as part of a claim.
- Information from cookies placed on your connected devices via our website.

We use this information to carry out our claims handling and legal services under our contract (or to prepare a contract). If you don't give us the correct information or ask us to delete it, we won't be able to provide you with the service you requested from us.

Because it is in our legitimate interests as a business to use your information

We'll use your personal information if we consider it is in our legitimate business interests so that we can operate as an efficient and effective business. We use your information to:

- Identify, and let you know about services or events that interest you
- share within the BT Group for administrative purposes
- create aggregated and anonymised information for further use
- detect and prevent fraud

+ To manage and develop our business

This means we'll:

- maintain, develop and test our systems, to provide you with a better service;
- verify your identity and the source of funds if you are a client of ours
- train our people and suppliers to provide you with services (but we make the information anonymous beforehand wherever possible);
- create a profile about you to better understand you as our client;
- collect debt;
- share personal information within the **BT Group** for administrative purposes (subject to regulatory restrictions that apply);
- run market research about our services; and
- provide information to our brokers and insurers including the Insurance Fraud Bureau.

We use the following information to do this.

- Your contact details.
- Your communications with us, including emails and phone calls (and any recordings made).
- Your payment and financial information.
- Information from cookies placed on your connected devices.

If we use this information for market research, training, testing, and development purposes, or to create a profile about you, we do so because it is in our legitimate business interests of running an efficient and effective business which can adapt to meet our clients' needs. We collect this information from you or from a third party, for example an attendee list for an event where we promote our services.

+ To create aggregated and anonymised data

We'll use your personal information to create **aggregated** and **anonymised** data. No-one can identify you from that data. We'll use it to:

- Manage our business including resource planning
- Run management and corporate reporting, research and analytics, to improve business efficiencies and inform clients

We use the following personal information to generate **aggregated** and **anonymised** data:

- Your contact details. This includes your business title and address
- Your payment and financial information
- Information about what services we provide to you and how you made contact with us
- Information from other organisations who provide aggregated information, our fellow **BT Group companies** and publicly available sources like business directories
- Information from **cookies** and **tags** placed on your **device**

We have a legitimate interest in generating insights that will help us operate our business or would be useful to other organisations.

+ To prevent and detect crime

We'll use your personal information to help prevent and detect crime and fraud. We may need to perform checks of our clients as we are required to do by law, for example anti-money laundering and anti-terrorism checks.

To do that we use these types of personal information:

- Your contact details and other information to confirm your identity and communications with us. This includes your name, gender, address, phone number, email address and credentials
- Your payment and financial information

We use this personal information because we have a legitimate interest in protecting our network and business from attacks and to prevent and detect crime and fraud. We also share it with other organisations (like other insurers, the Insurance Fraud Bureau and other industry specific regulators) who have the same legitimate interests. Doing this helps make sure our business runs properly.

+To market to you and to identify services that interest you

We'll use your personal information to send you direct marketing and to better identify services that interest you.

This means we'll:

- create a profile about you to better understand you as a client or potential client
- tell you about other services you might be interested in

We use the following for marketing and to identify the services you're interested in.

- Your contact details. This includes your name, business address, phone number and email address.
- Information from **cookies** and **tags** placed on your connected devices.
- Information from other organisations such as our fellow **BT Group companies** and publicly available sources like business directories.

You can ask us to stop sending you marketing information or withdraw your permission at any time, as set out **above**.

Read our cookie policy for more details on how we use cookies.

To meet our legal and regulatory obligations

We might have to disclose personal information about you to law enforcement agencies to help detect and stop crime, prosecute offenders and protect national security and prevent money laundering.

They might ask for:

- Your contact details. This includes your name, gender, address, phone number, email address, passwords and credentials required to validate your identity and your communications with us
- Your communications with us, like calls and emails provided that there is no legal or litigation privilege
- Your payment and financial information

The balance between privacy and law enforcement is challenging. But we only share your personal information when the law says we have to, we have strong oversight of what we do and we have expert advice to make sure we're doing the right thing. You can read more about the way we deal with this in BT's report on **Privacy and free expression in UK communications**.

We'll also share personal information about you where we have to legally disclose it to another person. That might be when a law obliges us to disclose that information or because of a court order.

In limited circumstances, we may also share your information with other public authorities, even if we are not compelled to. However, we would need to be satisfied that a request for disclosure is lawful and proportionate. And we would require appropriate assurances regarding security and use of the information, and retention.

Sharing your information

Who do we share your personal information with, why and how?

We share your personal information with other **BT Group companies**. We have a group-wide arrangement, known as **binding corporate rules**, to make sure your personal information is protected, no matter which company in the BT Group holds that information. You can ask for a copy of our binding corporate rules by emailing our data protection office, contact details can be found below.

We also use other service providers to process personal information on our behalf. Details of how they handle your personal information are set out below.

Using other service providers

We use other providers to carry out services on our behalf or to help us provide services to you. We use them to:

- provide customer-service, marketing, infrastructure and information-technology services;
- personalise our service and make it work better;
- process payment transactions;
- carry out fraud and credit checks and collect debts
- advise and provide support on claims such as expert advice; and
- analyse and improve the information we hold (including about your interactions with our service).

Where we use another organisation, we still control your personal information. And we have strict controls in place to make sure it's properly protected.

Finally, the section above describes the situations in which your personal information is shared to other organisations, government bodies and law-enforcement agencies. When we share your information with other organisations we'll make sure it's protected, as far as is reasonably possible.

If we need to transfer your personal information to another organisation for processing in countries that aren't listed as 'adequate' by the European Commission, we'll only do so if we have **model contracts** or other appropriate safeguards (protection) in place.

If there's a change (or expected change) in who owns us or any of our assets, we might share personal information to the new (or prospective) owner. If we do, they'll have to keep it confidential.

For more details, or if you'd like a copy of our binding corporate rules or other information about a specific transfer of your personal information, get in touch with us [here](#). The fraud prevention section above provides details on transfers fraud prevention agencies may carry out.

The countries we share personal information to

BT Group is a large multinational organisation. Our **binding corporate rules** reflect how we operate. They include a list of countries (below) which are structured to allow us to transfer personal information to the countries where we have a presence. For us, after the UK and wider EU, India and the Philippines are where most of our processing of personal information takes place. Your personal information is used for customer or IT support or operations purposes in these countries. While our binding corporate rules allow us to transfer personal information to these countries, the information won't always include your personal information in every case.

Algeria, Argentina, Australia, Bahrain, Bangladesh, Barbados, Bermuda, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, Canada, China, Colombia, Costa Rica, Cote d'Ivoire, Dominican Republic, Ecuador, Egypt, El Salvador, Ghana, Gibraltar, Guatemala, Honduras, Hong Kong, India, Indonesia, Isle of Man, Israel, Jamaica, Japan, Jersey, Jordan, Kazakhstan, Kenya, Republic of Korea, Lebanon, Macedonia, Malawi, Malaysia, Mauritius, Mexico, Moldova, Montenegro, Morocco, Mozambique, Namibia, Nicaragua, Nigeria, Norway, Oman, Pakistan, Panama, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russian Federation, Serbia, Singapore, South Africa, Sri Lanka, Switzerland, Taiwan, Tanzania, Thailand, Trinidad and Tobago, Tunisia, Turkey, Uganda, Ukraine, United Arab Emirates, United States, Uruguay, Venezuela, Vietnam, British Virgin Islands, Zambia and Zimbabwe.

[Protecting your information and how long we keep it](#)

How do we protect your personal information?

We have strict security measures to protect your personal information. We check your identity when you get in touch with us, and we follow our security procedures and apply suitable technical measures, such as encryption, to protect your information.

How long do we keep your personal information?

We'll keep your contact details for a maximum of 6 years from the conclusion of a claim. This is in case you, or we, need to re-open your case for the purpose of defending complaints or claims against you or us.

In other cases we'll store personal information for the periods needed for the purposes for which the information was collected or for which it is to be further processed. For example, personal injury matters which involve lifetime awards or Personal Injury Trusts may be kept indefinitely. And sometimes we'll keep it for longer if we need to by law. Otherwise we delete it.

[How to contact us and further details](#)

Got a question about how we use your information?

You can get in touch with our data-protection officer by email cpo@bt.com or write to the address below and mark it for their attention.

If you'd like any more details, or you have comments or questions about our privacy policy, write to us at:

PO Box 2681

BT Centre

81 Newgate Street

London

EC1A 7AJ.

If you want to make a complaint on how we have handled your personal information, please contact our data protection officer who will investigate the matter and report back to you. If you are still not satisfied after our response or believe we are not using your personal information in line with the law, you also have the right to complain to the data-protection regulator in the country where you live or work. For the UK, that's the Information Commissioner - <https://ico.org.uk/>.

How will we tell you about changes to the policy?

Our privacy policy might change from time to time. We'll post any changes on this page for at least 30 days. And if the changes are significant, we'll let you know.

[Glossary](#)

We have included a description of how the technical terms we use are generally interpreted.

- **Aggregated data** means grouped information, for example the total number of calls made in a month or total number of minutes called.
- **Anonymised data** means data which has had all personally identifiable information removed.
- **Apps** means an application, such as one you've downloaded to your mobile or portable device.

- **BT Law, we or our** means BT Law Ltd.
- **BT Group companies and BT Group plc** means EE Ltd, Plusnet plc, Openreach Ltd, BT Communications Ireland Ltd, BT Business Direct Ltd, BT Cables Ltd, Tikit Ltd, BT Fleet Ltd, Pelipod Ltd and BT Law Ltd and the areas that make-up BT: Consumer, EE, Business and Public Sector, Global Services, Wholesale and Ventures, Technology, Service and Operations, Group Functions, BT Wifi, BT Shop and MyDonate.
- **Binding corporate rules** are designed to allow multinational companies to transfer personal information from the European Economic Area (EEA) to their affiliates outside of the EEA and to keep to data-protection legislation.
- **Cookies** are small text files (up to 4KB) created by a website and stored in the user's connected device – either temporarily for that session only or permanently on the hard disk (called a persistent cookie). Cookies help the website recognise you and keep track of your preferences.
- **Model contracts** are standard contractual clauses set by the European Commission. They offer enough protection of people's privacy, fundamental rights and freedoms when their personal information is moved from within the EEA to outside of it. The contracts keep to data-protection legislation.
- **Personal information** means information that identifies you as an individual, or is capable of doing so.