

Who Are We?

We are TLB Planning Ltd (company number 11859226) and our address is PO Box 791, Swansea SA4 5DB, (referred to as “we” or “us” or “our”). Our services include advice on Wills, Probate, Funeral Plans, Lasting Powers of Attorney, Deputyship Orders, Estate Protection Schemes, Home and Asset Protection Schemes and Tax Planning.

Introduction

Your privacy is important to us and we are committed to protecting your personal information when you are using our services. This privacy notice explains how and for what purposes we use the information collected about you. This privacy notice also relates to personal information you provide to us through email, phone, or other correspondence. TLB Planning Ltd is subject to the same data protection requirements as any other Data Controller. For more information about your rights in relation to your data, including your rights under the General Data Protection Regulation (“GDPR”) please visit the Information Commissioner’s Office’s website at www.ico.org.uk.

Privacy Notice

To allow us to provide you with the full range of TLB Planning services, we sometimes need to collect information about you. This privacy notice explains the following:

- What information we collect about you;
- How we use the information we hold;
- Under which circumstances we may disclose your personal details to any third party;
- Your rights under the GDPR 2018 legislation.

Whether you get in touch with us either via email, telephone, or when we visit you at your home, we may collect personal information about you, in order for us to deliver our services to you. This can consist of information such as your name, address, date of birth, email address, home phone number and mobile number as well as a breakdown of your financial assets, liabilities and income. TLB Planning will routinely ask for sensitive personal information from you in order to provide accurate legal advice and drafting services. This will also include information regarding your children or those for whom you are a legal guardian, carer, attorney or court appointed deputy. We will require personal information about others connected to you, including names and addresses of beneficiaries under your will or beneficiaries of lifetime trusts. We may also use your information to contact you by phone or email, when required.

Personal data is usually kept six years however, we will need to retain some data indefinitely if it relates to Wills, Lasting Powers of Attorney, or any form of Asset Protection Trust.

Under the General Data Protection Regulation, you have several important rights that you may exercise free of charge. These rights include:

- Complete transparency over how we use your personal data and process your information;
- Access to your personal information and other supplementary information we may hold;
- We will correct any mistakes or complete missing information we hold on you;
- The removal of your personal information in certain circumstances;
- To receive a copy of the personal information you have provided us with, or information we have sent to a third party.;
- Object at any time to processing of your personal information for direct marketing;
- Object in certain other situations to the continued processing of your personal information;
- Restrict our processing of your personal information in certain circumstances;
- Request not to be subject to automated decision making which produce legal effects that concern you or affect you in a significantly similar way;

If you want more information about your rights under GDPR, please see the Guidance from the Information Commissioners Office on '[Individual's rights under the GDPR](#)'.

If you wish to exercise any of these rights, please either email, call or write to us at the address below, providing sufficient information so that we can identify you. Copies of your photo ID and proof of address certified by a solicitor or similar professional would suffice. Please ensure you state the right, or rights, that you wish to exercise. On receipt of your request, we will respond to you within one month. In order to exercise these rights or enquire about any other aspect of our data retention and privacy policy please email info@tlbplanning.org marked for the attention of the Vanessa Phillips, Data Protection Officer.

What personal information will TLB Planning collect as a Data Controller?

We ask that you provide accurate personal data to allow us, to provide you, with the services you have instructed us to undertake. Without comprehensive accurate information regarding your circumstances, we cannot guarantee the advice given to you would be the best advice you could receive, despite our best efforts.

Sharing information with Third Parties

Data Held by Third Parties and Controlled by TLB Planning:

TLB Planning uses systems provided by Third parties to provide you with a high-quality service. The providers of these services are called Data Processors and they hold information on our behalf. Any data held in this way, is held securely by our Data Processors, all of whom comply with their obligations under GDPR, together with their contractual obligations to TLB Planning. Part, or all of your data, may be viewed by our Accountants, Bank or IT support providers in the course of their work with us.

Data Shared with Third parties - Joint controllers:

The Estate Planning Consultant (EPC) who meets with you and gives your estate planning advice, will be a self-employed advisor providing services on behalf of TLB Planning. The EPC may hold data themselves or through their own service company. It is necessary to share data with the EPC, as they are meeting you face to face, providing the advice and assisting you in the execution of documents. We have agreed with our EPC's that we will jointly control data with them regarding our clients. As part of this agreement, we will undertake all compliance functions for them. Should you wish to exercise any of your rights in respect of data held by the EPC, please contact Vanessa Phillips at the address below.

Information Shared with other Companies:

We out-source our Will drafting and Trust drafting services to Industry Specialists. Depending upon your personal situation and the level of advice you require, it may be necessary for us to refer you to a specialist Tax Advisor or Estate Planning Barrister. We would discuss this with you at the time and you would be made aware of, and have agreed to, the sharing of any sensitive information. In most cases however, the companies providing our drafting services are The Will Company and SWW Trust Corporation. Specialist services include Glynneath Financial Services and Golden Leaves Funeral Plans.

Information Sharing in General:

We will only share personal information with law enforcement agencies if required by law. We will not share your personal information with any other third parties without your consent. We are relying on your explicit consent to process your data when you first contact us, in relation to contacting you to arrange an appointment. For all other data, we rely on your consent when you sign our Client Care Agreement and Privacy Notice. You have the right to withdraw this consent at any time and it will not affect the lawfulness of any processing activity we have carried out prior to you withdrawing your consent. You can opt-out by emailing info@tlbplanning.org.

We hope that you are happy with our service and that we can resolve any issues or complaints that arise. Please do get in touch if you have any concerns. The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority. The UK supervisory authority is the Information Commissioner's Office who can be contacted at <https://ico.org.uk/concerns/>.

Changes to this Privacy Notice:

This privacy was published on 1st June 2019 and last updated on 1st June 2019. We constantly review our internal privacy practices and may change this policy from time to time. If we do, we will inform you by post or by email.

How to get in touch:

If you have any questions about this privacy notice or the information that we hold about you, please contact us on 01792 342 673 and speak to Vanessa Phillips, our Data Protection Officer. The best way to reach us is to write to us at the office address below, or alternatively, please email on info@tlbplanning.org.

Business Address: TLB Planning Ltd, PO Box 791, Swansea, SA4 5DB

Telephone: 01792 342 673

Email: info@tlbplanning.org