

CaseLines

Introduction

Netmaster Solutions Ltd and affiliated companies (“CaseLines”) owns and provides the CaseLines service to professional organisations and users. CaseLines is delivered through a variety of web services (such as civilcourtdcs.caselines.co.uk or northamerica.caselines.com) for which users must register (our “Service(s)”). CaseLines also operates public facing websites, such as www.caselines.com through which anyone can interact with and learn about CaseLines. Where appropriate we distinguish between Registered Users and Visitors. If you are using a CaseLines Service you must be a Registered User. If you are simply visiting our website you are a Visitor.

Management of Personal Data

Any personal information that we hold about you will be stored securely in accordance with Data Protection Act 1988 and the principles of the GDPR and the Data Protection Act 2018 (when it comes into force). The remainder of this Privacy Notice tells you what to expect in relation to any personal information we hold about you.

Registered Users - Required Information

When you register to use a Service we will collect the following information from you:

- Name
- Organisation
- Email address

Where it becomes necessary for security reasons or to enable additional functional attributes of the Services you use, we may ask you to provide other identifying information, including, but not limited to:

- Job Title
- Address
- Gender
- Date of Birth
- Telephone Numbers
- Professional Role
- Membership or roll details from a professional body
- Code words or answers

For security reasons we may also conduct automatic checks on the information you supply against third party databases (for instance, if we are required to do so, against the membership records of your bar association).

Some personal information (for instance, your name and email address and if necessary, professional membership details) will be made visible to or shared with other users where it is necessary for you and others to access the Services. Examples include enabling you to access a case to which you have been invited, or to authenticate that you meet the conditions governing access to a particular case.

Any information that you supply will be retained for as long as any case you have been connected to is stored or you continue to use the services, whichever is later. There is no 'right to erase' this information, which is necessary for the integrity of the audit trail of the Services.

On each occasion that you access the Services we also automatically collect:

- IP address
- Web browser type and version
- Operating system
- A list of URLs starting with a referring site and the site you exit to
- Details of all activity undertaken by you when using the Services
- Cookie information

The information listed above is necessary for the effective delivery of the Services. From time to time we may email you with information about any service issues and to tell you about product updates, such as bug fixes or improved functionality which we consider relevant to you as a user of the CaseLines service. In addition, depending upon your role, your name and contact details may also be entered into our accounting system for internal record keeping and improvement of our products and services. You may ask us to alter any information we hold about you in our accounting system by sending an email to accounts@caselines.com.

Registered Users - Additional Uses

When you register to use a Service you will also be asked to give consent to us using your information to provide you with business and marketing updates. If you do consent we will email you with information about our business or invite you to participate in our market research, including plans to offer improved functionality which we consider might be relevant to you as a user of the CaseLines service. Your choice will not affect your use of the CaseLines service in any way.

If you do consent to us using your information for business and marketing updates some or all of the information listed above will be copied to a separate customer records management database, in which we will also record details of our business and marketing related interactions with you, and which we may analyse in order to understand your preferences and interests so that we can improve the services we offer to you and other users.

We will retain information in our customer records management databases for a period of three years after your last use of the Service.

You can alter this consent at any time by clicking on 'Account Details' once you are logged in or by clicking on the "Unsubscribe" link which will be at the bottom of any marketing email we send you or by sending a request by email to support@caselines.co.uk. We will also remove any historic information from our customer records management databases if requested to do so, but this will not result in information being removed from the audit logs of any Service you have used (see "Required Information" above).

Visitors to Our Websites

We sometimes use third party services, such as Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site and for search engine optimisation (“SEO”). This information is only processed in a way which does not identify you. We do not make any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

As a Visitor you will also be given an opportunity to subscribe to our mailing list so that we can give you business and marketing updates.

When you subscribe we will collect some or all of the following information from you:

- Name
- Organisation
- Email address
- Job Title
- Age or Date of Birth
- Professional Role
- Code words or answers

If you do subscribe we will email you with information about our business or to invite you to participate in our market research, including plans to offer improved functionality which we consider might be relevant to you as a user or prospective of the CaseLines Services.

If you do subscribe some or all of the information listed above will be copied to a separate customer records management database, in which we will also record details of our business and marketing related interactions with you, and which we may analyse in order to understand your preferences and interests so that we can improve the services we offer to you and other users.

We will retain information in our customer records management databases for a period of three years after our last interaction with you.

You can unsubscribe at any time by clicking on the “Unsubscribe” link which will be at the bottom of any marketing email we send you or by sending a request by email to support@caselines.co.uk. We will also remove any historic information from our customer records management databases if requested to do so.

Use of Cookies by CaseLines

A cookie is a small file, downloaded to your hard drive, that helps a website to anonymously identify you. Cookies can be used to personalise your experience of a website and usually make the sites you visit quicker and easier to use. Cookies can only be accessed by the website that created them.

CaseLines may create and access cookies on your computer. You can delete cookies from CaseLines, but if you do you may lose information that enables you to access the Services more quickly and easily.

You can choose to enable or disable cookies in your web browser. By default, your browser will accept cookies, but this setting can be changed. For more information please consult the help menu in your browser. Disabling cookies may prevent you from using the full range of Services available on CaseLines.

Security and Performance

Data security is of great importance to CaseLines. To protect your data we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure data collected online.

CaseLines uses a third party service, Microsoft Azure, to help maintain the security and performance of the CaseLines website. To deliver this service we process the IP addresses of users of the Services.

Helpdesk

When you call the CaseLines helpdesk we may ask you to verify your CaseLines account details and provide contact details so that we can offer support to you. We do not use this information for any other purpose.

Email

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

Your Rights

Under the Data Protection Act 1988 and the GDPR 2018, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here – <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Complaints or Queries

CaseLines tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage you to bring it to our attention if you think that our collection or use of your information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of CaseLines' collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

If you want to make a complaint about the way we have processed your personal information please do so by email to info@caselines.com. If you are not satisfied with the response we give you then you can contact the Office of the Information Commissioner (www.ico.org.uk) which is the statutory body which oversees data protection law in the UK.

Access to Personal Information

Registered Users may access their CaseLines account details at any time to view or amend account information.

CaseLines tries to be as open as it can be in terms of giving you access to the personal information we hold about you. You can find out if we hold any personal information by making a 'subject access request' under the GDPR 2018. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to CaseLines for any personal information we may hold you should put the request in writing marked for the Information Governance department to support@caselines.co.uk or to the address provided at the bottom of this document. A small fee may be charged if multiple copies of records are requested.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by contacting the Information Governance department.

Disclosure of Personal Information

We will not disclose personal data without your consent, which we will obtain from you in writing by email, unless we are obliged or permitted by law to do so. This does not apply to personal data which we may share with third parties in order to manage aspects of our business, which is addressed in the following section titled 'Third Party Web Sites and Services'

You can also get further information on:

- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal data without consent for example, to prevent and detect crime and to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete personal data; and
- how we check that the information we hold is accurate and up to date.

Third Party Websites and Services

CaseLines may use services provided by third parties for dealing with work that may include, but is not limited to, distribution of newsletters, payment handling, search engine facilities, advertising and marketing. Third party suppliers will have access to certain personal data provided by Users of the Services. Any data used by Third party suppliers will only be used to perform the services requested by CaseLines. Use of data for any other purpose is strictly prohibited. All data processed by third parties must be processed within the terms of this Data Privacy document and in accordance with the GDPR 2018.

Changes of Business Ownership and Control

As CaseLines expands or reduces its business certain divisions may be sold or control of them transferred to other parties. Data provided by users will, where relevant, be transferred along with that division. The new owner or controlling party will, under the terms of this Policy, be permitted to use the data for the purposes for which it was supplied by you.

If any data you submitted will be transferred to a new owner, we will tell you. When we contact you, you will be given the choice to have information that is not essential for the operation of the Services (see "Required Information" above) deleted or withheld from the new owner or controller.

Links to Other Websites

This privacy notice does not cover *any* links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to This Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated on 15 January 2018. Any changes to this policy will be posted on the CaseLines public websites and as part of the Services. If there is a material change to the policy, Registered Users will be notified and given an opportunity to reaffirm consent. Visitors are deemed to have accepted the terms of the policy on their first use of the CaseLines public websites following any alterations.

How to Contact Us

If you want to request information about our privacy policy you can [email us](#) or write to:

Netmaster Solutions Ltd
Portland House
Bressenden Place
London
SW1E 5RS