

## 9 Office Visitors

This section is relevant for individuals who visit one of our offices.

### What personal data do we collect about you?

We collect and process the following information about you in connection with your visit to our office. We set out below the relevant categories of information and, where relevant, examples of the types of personal data collected and processed:

- **Individual information**
  - Name
  - Address
  - Contact details
- **Employment information**
  - Occupation
  - Employer

Generally we will not collect and process special category data about you. However, we may need to obtain and use the likes of health data in the event of an emergency.

### Where do we collect this personal data from?

Generally, we will collect this information directly from you when organising and administering your office visit. We may also collect this information from your representatives, such as your employer.

## How do we use your personal data?

We are committed to collecting and using personal data in accordance with applicable data protection laws.

Wherever we collect or use your personal data, we will make sure we do this for a valid legal reason. The primary lawful grounds we rely upon are:

- **Legitimate interests:** The processing of your personal data is necessary for our legitimate interests, such as recording office access for security reasons. Where we rely upon legitimate interests, we have ensured that our business needs do not interfere with your rights and freedoms or cause you undue detriment.
- **Legal obligation:** The processing of your personal data is necessary for us to comply with our legal or regulatory obligations.
- **Vital interests:** We need this data to protect your, or another individual's, vital interests (for example, in an emergency).

We can only collect and use special category data provided one of the following additional limited conditions is present:

- **Vital interests:** We need this data to protect your, or another individual's, vital interests in a situation where you are otherwise incapable of giving consent (for example, in an emergency).
- **Preventing or detecting unlawful acts:** We require this data to prevent, investigate or detect unlawful activity, including fraud, and there is a substantial public interest in such processing.
- **Establishing, exercising or defending legal claims:** The use of this data is necessary for the purposes of establishing, exercising or defending our legal rights.

We set out below in further detail our purposes for collecting and processing your personal data and the legal grounds relied upon:

| Purpose of processing your personal data            | Category of personal data processed                                                                                 | Legal ground for processing personal data                                                                                                                                | Additional condition for processing special category data (where applicable)                    |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| To manage our business                              | Individual information<br>Employment information                                                                    | Legitimate interests: to effectively manage our business and the security of our premises                                                                                | N/A                                                                                             |
| To comply with our legal and regulatory obligations | Individual information<br>Employment information<br>Special category data (where relevant)                          | Legal obligation<br><br>Legitimate interests: to comply with our legal and regulatory obligations (including where a foreign legal or regulatory obligation is involved) | Establishing, exercising or defending legal claims<br><br>Preventing or detecting unlawful acts |
| To provide protection in the event of an emergency  | Individual information<br>Financial information<br>Employment information<br>Special category data (where relevant) | Vital interests                                                                                                                                                          | Vital interests                                                                                 |

Who do we share your personal data with?

Where necessary in order to fulfil the purposes set out in the table above, your personal data may be shared with selected / relevant third parties. These third parties include:

- our service providers such as security suppliers;
- emergency services, law enforcement, and other public bodies;
- other members of the Chaucer group of companies; and
- agents or representatives acting on your behalf.

