



PRIVACY POLICY

This privacy policy will explain how Croke Medical Law uses the personal data we collect from you when you use our website.

Croke Medical Law is the data controller, and we are responsible for your personal data.

Our contact details are as follows:

- Full name of legal entity: Croke Medical Law
- Email address: info@crokemedicallaw.com
- Postal address: Ballygroman House, Ballygroman Upper, Ovens, Co. Cork, P31 NH70.

Generally, we confirm that we will at all times only hold and use any data held on our Client/Case Management Database in accordance and in compliance with the Data Protection Legislation and the General Directive on Personal Data (GDPR).

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by e-mailing us at info@crokemedicallaw.com

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What data do we collect and for what purpose?

In brief terms, when you make an enquiry to Croke Medical Law, via our website, we collect personal information which you provide to us.

By submitting your details, you are requesting us to process your personal data to enable us to provide information or assistance, to you and we will use and store your information for that purpose.

Croke Medical Law collects the following personal data:

- Customer Data-includes your title, name, e-mail and postal address and phone number. We process this data to supply the legal service requested of us and to keep a record of the transaction(s). Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.
- Sensitive Data-The only sensitive data we collect is information about your health which you have supplied to us via our enquiry form. We require your explicit consent for processing sensitive data, so when you submit your details, we will send you a further communication asking for you to confirm your consent to this processing. Where we are required to collect personal data by law, or under the terms of the contract between us and you do not provide us with that data when requested, we may not be able to perform the contract. If you don't provide us with the requested data, we may have to cancel our contract but if we do, we will notify you at the time. We will only use your personal data for a purpose it was collected for or a reasonably



compatible purpose if necessary. For more information on this please e-mail us at info@crokemedicallaw.com. In case we need to use your details for an unrelated new purpose we will let you know and explain the legal grounds for processing. We may process your personal data without your knowledge or consent where this is required or permitted by law.

- Communication Data-includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims.
- User Data-includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services. We process this data to operate our website and to ensure relevant content is provided to you, to ensure the security of our website, to maintain back-ups of our website and/or databases and to ensure publication and administration of our website, other online services and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business.
- Technical Data-includes data about your use of our website and online services such as your IP address, details about your browser, length of visit to pages on our website, page views, and navigation paths, details about the number of times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our business and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our website and our business and to grow our business and to decide our marketing strategy.



- **Marketing Data**-includes data about your preferences in receiving marketing from us and your communication preferences. We process this data that we may contact you in respect of our services and other events which may be of interest to you and to deliver relevant website content and advertisements to you and measure or understand the effectiveness of this advertising. Our lawful ground for this processing is our legitimate interests which in this case are to study how customers use our products/services, to develop them, to grow our business and to decide our marketing strategy.

How do we collect your data?

You directly provide Croke Medical Law with the data we collect. We collect data and process data when you:

- Use or view our website via your browser's cookies.
- Submit an Enquiry Form.

How will we use your data?

Croke Medical Law collects your data for the purposes of:

- Considering if we should provide legal services to you in accordance with our procedures for accepting instructions;
- Providing legal services to you;
- Helping prevent money laundering;
- Verifying your identity to help us prevent fraud;
- Responding to claims, exercising and defending your legal rights;
- Communicating with you to keep you informed of legal developments;
- Record keeping;
- Delivering relevant website content and advertisements;
- Helping us improve our services;
- Measuring or understanding the effectiveness of the advertising we serve you.



How do we store your data?

Croke Medical Law securely stores your data virtually on LEAP, our Case Management system.

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees who have a business need to know such data. They will only process your personal data on Mrs Laura Croke's, Principal Solicitor's instructions, and they must keep it confidential.

Croke Medical Law will keep your data for a period of 6 years, in line with the Solicitor's Regulations. Once this time period has expired, we will delete your data from our case management system. We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

Who we share your personal information with?

If you become a client, we may pass your personal data onto third parties in order to assist us to investigate or progress your case, provide you with legal services or comply with legal obligations. For example, counsel, medical experts, actuarial experts, the Court, the other party, the other party's solicitor or any other party involved in your case.

Third parties are obliged to keep your details securely and use them only to fulfil the service they provide us on your behalf. This data sharing enables us to provide an efficient service to you in order to progress your matter.

In addition we may use third-party service providers and your personal data may be shared in the process of providing services to us.

These include;

- Off-site archiving and storage facilities
- IT (including back-up) services; and



- Banking facilities
- ID verification services and money laundering checks

Croke Medical Law may disclose personal information if required to do so by law or if we believe such an action is necessary to protect and defend the rights, property and personal safety of our company name and its website.

What are your data protection rights?

Croke Medical Law would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Croke Medical Law for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Croke Medical Law correct any information you believe is inaccurate. You also have the right to request Croke Medical Law to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Croke Medical Law erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Croke Medical Law restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Croke Medical Law's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Croke Medical Law transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we will revert within 28 days of your request.



If you would like to exercise any of your rights, please contact our Data Protection Officer, Mrs Laura Croke and include proof of identification. Our contact details can be found on page 1 of the Privacy Policy.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit www.allaboutcookies.org

How do we use cookies?

Croke Medical Law uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website

We subscribe to several Google services which use cookies to recognise and count the number of visits to www.crokemedicallaw.com and to see how visitors move around our website while they are using it.

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- Advertising – Croke Medical Law uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Croke Medical Law sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising



partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Croke Medical Law website may contain links to other websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. Our privacy policy applies only to our website and as such we are not responsible for third party's privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Changes to our privacy policy

Croke Medical Law keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 20th November 2023.

How to contact us

If you have any questions about Croke Medical Law's Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Croke Medical Law has not addressed your concern in a satisfactory manner, you may contact the Data Protection Commission's Office:



Telephone: 01 7650100 / 1800437737

Address: 21 Fitzwilliam Square South
Dublin 2
D02 RD28

Croke Medical Law
Ballygroman House
Ballygroman Upper
Ovens
P31 NH70

Principal Solicitor: Laura Croke

T: 0877604646
E: laura@crokemedicallaw.com
W: www.crokemedicallaw.com