

Mourant Services (Jersey) Limited - Client Feedback Privacy Notice

About this feedback programme

This feedback programme is commissioned by Mourant Services (Jersey) Limited, 22 Grenville Street, St. Helier, Jersey, JE4 8PX, Channel Islands ("Mourant"), who is the Data Controller of this work. It is facilitated and operated by Acuigen Ltd, an independent client feedback company, based in the UK who (as the Data Processor) is working on behalf of Mourant. www.customserve.com is a domain operated and managed by Acuigen to facilitate the project.

Mourant is part of the Mourant Group, which is an international law firm and governance services provider operating in six jurisdictions globally.

It is the Data Controller that determines the purposes and means of processing your personal data collected by Acuigen, and Acuigen will only process your personal data on the documented instructions of Mourant.

This document gives a summary of how Mourant manages privacy in respect to this project. If you have any further questions regarding the processing of your personal data, please see Mourant's full Privacy Notice available at <https://www.mourant.com/footer/privacy-notice.aspx>. Any questions in relation to this Privacy Notice Summary or requests in respect of personal data should be directed to dataprotection@mourant.com.

Your participation in this programme is entirely voluntary and you can always withdraw from it.

What data do you collect from me?

Mourant collects answers to questions that are asked in the client feedback survey, which includes information about your professional relationship with the firm or work undertaken on your behalf.

What is the purposes of processing this information?

Mourant will use the feedback and data you provide to evaluate client relationships and service delivery to you and other clients in order to improve its services to you, which is within Mourant's legitimate interests.

Mourant use data (including personal data of individuals) for the following purposes:

- Collecting and processing your personal data (using the CustomServe website, managed by Acuigen) to conduct and process the feedback information.
- To better understand you and your organisation's needs and provide you with better service;
- To share information with you that is interesting or relevant to you, or respond to comments that you may make in the survey.

Who is the information shared with?

The provision of data to one entity in the Mourant Group may result in that data being accessible by all other members of the Mourant Group. Reasonable endeavours are made to ensure that data is only accessible by those with a need for access to fulfil the purposes set out above. Requests for access to be restricted in any particular manner should be made to dataprotection@mourant.com and will be considered and, where possible with reference to legal and regulatory obligations, actioned by Mourant.

Neither Mourant nor Acuigen will otherwise share your information with third parties without your prior consent.

Rights of data subjects

Data subjects have certain rights in respect of their personal data.

Any such data subject wishing to exercise any rights under applicable data protection laws (including the right to withdraw any consent to processing previously given; the right of access to data; or to have data corrected, updated, rectified or erased; or for access to data to be restricted or provided to any third party; or to object to any particular processing) should send the request in the first instance to dataprotection@mourant.com.

In any case in which a data subject chooses not to provide any personal data or where any of the rights set out above are exercised to limit the processing of personal data the Mourant Group may be unable to provide relevant services, or there may be a restriction on the services which can be provided.

If you have concerns about how Acuigen processes your personal data, you can lodge a complaint with the Information Commissioner Office at <https://ico.org.uk>. If you have concerns about how Mourant processes your personal data, you can lodge a complaint with the Jersey Office of the Information Commissioner at <https://jerseyoic.org/>.

Retention

Mourant (and Acuigen on Mourant's behalf) will retain personal data you have provided as part of your feedback for the duration of the Mourant client feedback programme with the purpose of analysing the results of survey and trends over several years whilst the feedback has commercial value to Mourant, or as required by the applicable law, and as long as you agree to participate in the programme.

We will use secure methods to delete your personal data.