

Website Privacy Policy

June 2026



Omny Group

The Great Hall, Mount Pleasant Road, Tunbridge Wells, TN11QQ

Website Privacy Policy

Introduction

The Omny Group companies respect your privacy and are committed to protecting your personal information. This privacy notice contains important information on who we are and how and why we collect, store, use and share your personal information. It also tells you about your privacy rights, how the law protects you and how to contact us or supervisory authorities if you have a complaint.

Important Information and Who We Are

Purpose of this Privacy Policy

This privacy policy aims to give you information on how Omny Group companies collect and process your personal data through your use of this website when you sign up to our newsletter.

It is important that you read this privacy policy together with our specific privacy notices so that you are fully aware of how and why we are using your data. Our specific privacy notices are: Client Privacy Notice and Third Party Privacy Notice. This policy supplements the specific notices and is not intended to override them.

We take your privacy seriously and are committed to safeguarding your data in compliance with applicable regulations.

Controller

Omny Group is made up of different legal entities, [details of which can be found here](#).

This privacy policy is issued on behalf of the Omny Group. When we mention Omny Group, “we”, “us” or “our” in this privacy notice, we are referring to the relevant company in the Omny Group responsible for processing your data. Each group company is a data controller for their own client data and determines the purposes for which, and the manner in which, any personal data is processed.

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this

privacy policy, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below.

Contact Details

If you have any questions about this privacy policy or our privacy practices, please contact our data privacy manager in the following ways:

- Email: privacy@omnygroup.co.uk
- Phone: 08000 986 220
- Address: Omny Group, Omny Group, Third Floor, The Great Hall, Mount Pleasant, Tunbridge Wells, Kent TN11QQ.

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance. We will acknowledge your complaint within 30 days of receipt. We will investigate and respond to your complaint fully as soon as practicable.

Changes to the Privacy Policy and Your Duty to Inform Us of Changes

We keep our privacy policy under regular review. This version was last updated in June 2026.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Third-Party Links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Data We Collect About You

When we collect, use and are responsible for certain personal data about you, we are subject to the UK General Data Protection Regulation (UK GDPR).

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth, gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers
- **Financial Data** includes bank account and payment card details
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website
- **Profile Data** includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses
- **Usage Data** includes information about how you use our website, products and services
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences

We also collect, use and share *Aggregated Data* such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data) on our website. Nor do we collect any information about criminal convictions and offences on our website.

How is Your Personal Data Collected

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - give us feedback or contact us
 - enter a competition, promotion or survey
 - request marketing to be sent to you
 - subscribe to our publications or
 - create an account on our website
- **Third parties or publicly available sources.** We may receive personal data about you from various third-party sources, such as from Companies House, Anti-Money Laundering, Sanction and PEP screening providers.
- **Automated technologies and/or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our Cookie policy [[link to Cookie Policy](#)] for further details. We may also receive technical data from analytics providers such as Google, Salesforce, search information providers or advertising networks.

How We Use Your Data

We will only use your personal data when the law allows us to. Please see our specific privacy notices (Client Privacy Policy and Third Party Privacy Policy) to find out more about the types of lawful basis that we will rely on to process your personal data.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending direct marketing communications to you via email. You have the right to withdraw consent to marketing at any time by contacting us.

Purposes For Which We Weill Use Your Personal Data

Please see our specific privacy notices (Client Privacy Policy and Third Party Privacy Policy) which could apply to you for a description of all the ways we may use your personal data, and which of the legal bases we rely on to do so.

In respect of personal data we collect through our website only, we have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal grounds we are relying on to process your personal data where more than one ground has been set out in the table below:

What we use your personal data for:	Type of data:	Lawful basis for processing including basis of legitimate interest
To enable you to complete a survey	Identity Contact Profile Usage Marketing Communications &	Necessary for our legitimate business interests (to develop our services and grow our business)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Identity Contact Technical	Necessary for our legitimate business interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise). Necessary to comply with a legal obligation.
To deliver relevant website content and newsletters to you and measure or understand the effectiveness of the advertising we serve to you	Identity Contact Profile Usage Marketing Communications Technical &	Necessary for our legitimate business interests (to study how people use our website, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, marketing, relationships and experiences	Technical Usage	Necessary for our legitimate business interests (to define types of visitors, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about our services that may be of interest to you	Identity Contact Technical Usage Profile	Necessary for our legitimate business interests (to develop our services and grow our business)

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

Promotional Offers from Us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased services from us and you have not opted out of receiving that marketing.

Third-Party Marketing

We will obtain your express opt-in consent before we share your personal data with any third party for marketing purposes.

Opting out

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time via privacy@omnygroup.co.uk.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service purchase, product/service experience or other transactions.

We may ask you to confirm or update your marketing preferences if you ask us to provide further services in the future, or if there are any changes in the law, regulation, or the structure of our business.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some part of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our Cookie Policy.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of your personal data

We may share your personal data with the parties set out below for the purposes set out in the table above.

- companies within the Omny Group
- third parties we use to help deliver our services to you, e.g. service providers acting as processors in the UK, the EEA and the USA who provide our IT and systems administration services including cloud service providers such as data storage platforms
- professional advisers acting as processors, controllers or joint controllers including lawyers, bankers, auditors and insurers based in the UK, the EEA and the USA who provide consultancy, banking, legal, insurance and accounting services
- HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the UK who require reporting of processing activities in certain circumstances

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. We ensure all outsourcing providers operate under service agreements that are consistent with our legal and professional obligations, including in relation to confidentiality.

International Transfers

Some of our external third parties are based outside the UK so their processing of your personal information will involve a transfer of data outside the UK.

Whenever we transfer your personal information out of the UK, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- we will only transfer your personal information to countries that have been deemed to provide an adequate level of protection for personal data
- where we use certain service providers, we may use specific contracts approved for use in the UK which give personal information the same protection it has in the UK

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

How Long Will You Use My Personal Data For?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through

other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Details of retention periods for different aspects of personal data are set out in our specific privacy notices (Client Privacy Policy and Third Party Privacy Policy).

Your Legal Rights

Under certain circumstances, you have rights under the data protection laws in relation to your personal data.

You have the right to:

Request access to your personal data (commonly known as a “Data Subject Access Request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- If you want us to establish the data’s accuracy
- Where our use of the data is unlawful, but you do not want us to erase it

- Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims
- You have objected to our use of your data, but we need to verify whether we have overriding legitimate grounds to use it

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us.

One of the exemptions to data subject rights is legal professional privilege. As Omny Law is a regulated law firm, they frequently hold personal data that is subject to legal professional privilege. As such, if this exemption applies to any of the personal data that Omny Law processes about you, it will not be provided to you and this will be explained to you in the response that you receive.

No Fee Usually Required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

What We May Need from You

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time Limit to Respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Glossary

Lawful Basis

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal information for our legitimate interests. We do not use your personal information for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply With a Legal Obligation means processing your personal information where it is necessary for compliance with a legal obligation that we are subject to.