

Third Party Privacy Notice – Evolve Servicing Limited

About this notice

This notice explains how and why Evolve Servicing Limited (also referred to in this notice as “Evolve”, “we”, “our” and “us”) use your personal data in connection with the services we provide and our general business operations.

In this notice, when we talk about **personal data** we mean any information that relates to an identifiable natural person – in this case, you.

You should read this notice if you are not an Evolve client but you are dealing with us in relation to any service that we provide, where you are providing us with a service or where you are a different type of third party in communication with us.

Evolve is a “controller” in relation to its use of your personal data. This is a legal term – it means that we make decisions about how and why we use your personal data and, because of this, we are responsible for making sure it is used in accordance with applicable data protection laws. We are required by law to give you the information in this notice. You should read this notice, so you know what personal data we collect about you, what we do with it and how you can exercise your rights in connection with it. You should also read any other privacy notices that we give you, that might apply to our use of your personal data in specific circumstances from time to time.

If you have any questions about this notice, please contact the Customer Support team at Evolve Servicing Limited, Bridgewater Place, Water Lane, Leeds, LS11 5DR or customersupport@evoveservicing.com

What types of personal data do we collect and where do we get it from?

The personal information we process about you broadly falls into five main categories: (i) Contact Information; (ii) Identity and Other Regulatory Information; (iii) Matter Information; and (iv) Browsing and Device Usage Information.

We collect your personal information from various sources. The table below sets out the different types of personal information that we collect and the sources we collect it from.

Category	Types of personal data	Collected from
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Contact Information	<ul style="list-style-type: none"> • Name • Address • Telephone number • Organisation details (eg your place of work, job title and organisation contact information) 	<ul style="list-style-type: none"> • Our clients <ul style="list-style-type: none"> • You • Publicly available resources such as LinkedIn and Google
Identity and Other Regulatory Information	<ul style="list-style-type: none"> • Date of birth • Identification information (eg passport, utility bill and/or bank statement) 	<ul style="list-style-type: none"> • You • Third party systems used for our regulatory checks
Matter Information	<ul style="list-style-type: none"> • Details relating to your matters, enquiries and other dealings with us or our clients (including matter related communications with you) 	<ul style="list-style-type: none"> • Our clients <ul style="list-style-type: none"> • You • Third parties also working on your matter
Browsing and Device Usage Information	<ul style="list-style-type: none"> • Information automatically generated through your use of our websites and other digital platforms <ul style="list-style-type: none"> • IP address • Information revealing the location of your electronic device 	<ul style="list-style-type: none"> • You and your use of our digital platforms

Please note that if you do not provide us with your Contact Information we may not be able to provide you with any information you request, and if you are a supplier or prospective supplier and you do not provide us with your Contact Information, Identity and Other Regulatory Information or Matter Information, we may not be able to enter into a contract with you.

What do we do with your personal data, and why?

We use your personal data for a number of different purposes. We must always have a "lawful basis" (ie a reason, prescribed by law) for processing your personal data. The **Personal data purposes table** below sets out the purposes for which we process the different categories of your personal data and the corresponding lawful basis for that processing. For some processing activities, we consider that more than one lawful basis may be relevant – depending on the circumstances.

We also process certain **special categories of personal data**, which require a higher standard of protection under applicable laws. For these special categories of personal data, different lawful bases apply. We only process this type of information about you where it is

necessary for the establishment, exercise or defence of a legal claim against us or where it is necessary for reasons of substantial public interest. We also have policies in place explaining our procedures for ensuring compliance with applicable laws in connection with the processing of special categories of personal data.

Cookies and similar technologies

For more information regarding how we use cookies and similar technologies in connection with your use of our platforms, please read our [**Cookies Policy**](#).

Who do we share your personal data with, and why?

Sometimes we share your personal data with third parties where permitted by law, including the following:

- Eversheds Sutherland (International) LLP (“Eversheds Sutherland”) who is the parent company of Evolve and Eversheds Sutherland’s network of firms where necessary in connection with the matters we are instructed on or with our business operations. You can find a list of the countries in which we operate on Eversheds Sutherland’s [**Contact Us page**](#);
- our clients and service providers as applicable in the context of the services we provide to our clients;
- courts and other judicial or official bodies, where we are asked to respond to an order or other binding requests;
- regulatory bodies and law enforcement agencies, where necessary for any investigations or to respond to enquiries in relation to our compliance with applicable law or regulations or in connection with criminal investigations, or where otherwise permitted or required by applicable law; and
- professional advisors (such as third party law firms and accountants) and third parties in connection with our legitimate business activities.

These organisations will also use your personal data as a “controller” – they will have their own privacy notices which you should read, and they have their own responsibilities to comply with applicable data protection laws.

We also ask third party service providers to carry out certain business functions for us. These include IT support, cloud platform and data hosting providers who help us with the operation of our websites, mobile applications, data rooms, document and workflow management systems and other systems and applications. We will have in place an agreement with our service providers which will restrict how they are able to process your personal data and impose appropriate security standards on them.

Where is your personal data transferred to?

We will sometimes need to transfer your personal data to recipients in jurisdictions other than your own. Some of these jurisdictions may not provide the same level of protection to your personal data as provided in your jurisdiction. If we transfer your personal data outside the European Union, we will only make that transfer if:

- the recipient country ensures an adequate level of protection for your personal data;

- the recipient or recipient country is subject to an approved certification mechanism or code of conduct with binding and enforceable commitments which amount to appropriate safeguards for your personal data – this includes for example, the EU-US Privacy Shield which enables the secure transfer of personal data to the United States;
- we have put in place appropriate safeguards to protect your personal data, such as a contract with the person or entity receiving your personal data which incorporates specific provisions as directed by the European Commission;
- the transfer is permitted by applicable laws; or
- you explicitly consent to the transfer.

If you would like to see a copy of any relevant safeguards used by us to protect the transfer of your personal data, please contact the Customer Support team at Evolve Servicing Limited, Bridgewater Place, Water Lane, Leeds, LS11 5DR or customersupport@Eveolveservicing.com.

How do we keep your personal data secure?

We will put in place appropriate security measures to protect your personal data from unlawful or unauthorised processing and accidental loss, destruction or damage.

However please note that, in relation to any personal data you submit to us online, we cannot guarantee the security of data sent to us in this way. Transmission of data over the internet is at your own risk. You are responsible for keeping any passwords you use to access Evolve platforms safe.

How long do we keep your personal data for?

We will only retain your personal data for a limited period of time, and for no longer than is necessary for the purposes for which we are processing it for. This will depend on a number of factors, including:

- any laws or regulations that we are required to follow;
- whether we are in a legal or other type of dispute with each other or any third party;
- the type of information that we hold about you; and
- whether we are asked by you or a regulatory authority to keep your personal data for a valid reason.

What are your privacy rights and how can you exercise them?

Where our processing of your personal data is based on your **consent**, you have the right to withdraw your consent at any time. If you do decide to withdraw your consent we will stop processing your personal data for that purpose, unless there is another lawful basis we can rely on – in which case, we will let you know.

Where our processing of your personal data is based on the **legitimate interests** lawful basis, you can object to this processing at any time. If you do this, we will need to show either a compelling reason why our processing should continue, which overrides your interests, rights and freedoms or that the processing is necessary for us to establish, exercise or defend a legal claim.

Depending on the circumstances, you may have the right to:

- access your personal data and to be provided with certain information in relation to it, such as the purpose for which it is processed, the recipients or categories of recipient to whom it is disclosed and the period for which it will be stored;
- require us to correct any inaccuracies in your personal data without undue delay;
- require us to erase your personal data;
- require us to restrict processing of your personal data;
- receive the personal data which you have provided to us, in a machine readable format, where we are processing it on the basis of your consent or because it is necessary for your contract with us and where the processing is automated; and
- object to a decision that we make which is based solely on automated processing of your personal data.

Please contact us at the Customer Support team at Evolve Servicing Limited, Bridgewater Place, Water Lane, Leeds, LS11 5DR or customersupport@Eveolveservicing.com if you would like to exercise any of your privacy rights.

We also encourage you to let us know if you have any concern about how we are processing your personal data so we can try to resolve your concerns. However, if you consider that we are in breach of our obligations under data protection laws, you are always entitled to submit a complaint with your data protection supervisory authority – for contact details **see here.**

Purposes for processing personal data

Purposes of processing	Lawful basis			
	Your consent	To perform a contract with you	To comply with a legal obligation	For our legitimate interests
Matter Related Purposes				
Responding to your enquiries		✓		✓ (It is important that we can respond to your enquiries)
Resolving any complaints from or disputes with you				✓ (We need to be able to try and resolve any complaint or dispute you might raise with us)
Performing identity checks (including those against third party sources) for identity verification purposes			✓	✓ (We need to verify the identities of people we deal with)
Carrying out various tasks and services in connection with our clients' matters which may involve you (eg arranging for monies due to you to be paid or consulting and further processing documents which relate to you)				✓ We need to be able to carry out the tasks required in connection the provision of services to our clients
Legal and Regulatory Compliance and Reporting				
Monitoring our systems and processes to identify, record, and prevent fraudulent, criminal and/or otherwise illegal activity			✓	✓ (We need to be able to monitor our systems in this way to help protect them, us and you from illegal activity)

Complying with instructions, orders and requests from law enforcement agencies, any court or otherwise as required by law



Complying with our general regulatory and statutory obligations (including our responsibilities under codes of conduct and anti-bribery laws)



Purchasing, maintaining and claiming against our insurance policies



✓
(It's in our interests to protect our business against specified losses)

Training our staff



✓
(Sometimes, it is appropriate for us to use your personal information so that we can provide our staff with training to manage risk and improve the quality of our services)

Continuously reviewing and improving our products and services (including by seeking and obtaining your feedback) and developing new ones

✓
(We have a legitimate interest in making sure that we are continuously improving our service offering)

Complying with instructions from our clients in relation to their regulatory obligations (including recording our telephone communications with you)

✓
(Sometimes, we need to record calls to our teams to assist with our clients' regulatory obligations, and for training and quality purposes)

General Business Requirements

Obtaining legal advice, and establishing, defending and enforcing our legal rights and obligations in connection with, any legal proceedings (including prospective legal proceedings)

✓
(We must be able to establish and defend our legal rights and understand our obligations, and seek legal advice in connection with them)

Monitoring and producing statistical information regarding the use of our platforms, and analysing and improving their functionality

✓
(We need to perform this limited routine monitoring to make sure our platforms work properly)

Managing the proposed sale, restructuring, transfer or merging of any or all part(s) of our business, including to respond to queries from the prospective buyer or merging organisation

✓
(We have a legitimate interest in being able to sell any part of our business)

Maintaining the security and integrity of our systems, platforms, premises and communications (and detecting and preventing actual or potential threats to the same)

✓
(We need to make sure our that our business processes are secure)