

TERMS AND CONDITIONS

Anthony Collins Solicitors LLP is a limited liability partnership registered in England and Wales (partnership number OC313432). Our registered office is at 134 Edmund Street, Birmingham, B3 2ES

TERMS AND CONDITIONS OF BUSINESS FOR

ANTHONY COLLINS SOLICITORS LLP

1	General	17	Liability
2	Responsibility for your work	18	Raising queries and concerns with us
3	Charges and expenses	19	Ending our contract
4	Estimates	20	Financial and tax advice
5	Payments in advance	21	Relevant Laws and Regulations
6	Paying third parties		Annex 1 – Privacy Statement
7	Invoicing and payments		
8	Recovering costs in litigation matters		
9	Barristers opinions		
10	E-Mails and storage of papers and deeds		
11	Confidentiality		
12	Data protection and information security		
13	Audit and your information		
14	Anti-money laundering		
15	Anti-bribery and anti-corruption		
16	Interest policy		

Interpretation

We or us or our: refers to Anthony Collins Solicitors LLP

You or your: refers to you as the instructing client or clients on a matter.

Disbursement: A fee paid to another person or organisation that will be paid for by you in advance or paid by us on your behalf and recovered from you.

1 General

- 1.1 These terms and conditions apply to work that you have instructed us to carry out. Together with our client care letter or proposal document they form our contract with you. They can be found in the "what we do" pages of our web site.
- 1.2 If there are any inconsistencies between these terms and conditions and our client care letter and/or proposal document, the client care letter and/or proposal document will prevail.
- 1.3 Unless we agree otherwise with you, these terms and conditions will apply to any future instructions you give us. We will notify you about any substantive changes to terms and conditions during the period that we are working with you.
- 1.4 Your continuing instructions confirm that you accept these terms and conditions but please sign and date the copy of our client care letter and/or proposal document and return it to us immediately. This will help us to be confident that you understand the basis on which we will act for you.
- 1.5 We are a limited liability partnership ("LLP"). References to "partners" in these terms and conditions of business and in our client care letter and/or proposal document are to "members" of Anthony Collins Solicitors LLP.

2 Responsibility for your work

- 2.1 The person who will carry out most of the work in this matter and the person with responsibility for its supervision will be set out in our client care letter and/or proposal document.
- 2.2 Trainee solicitors and paralegals may do work for you under the supervision of solicitors. Their use is cost effective where they perform tasks such as research, administration and preparing first drafts of documents and letters. You may ask for details of all those working for you at any time.
- 2.3 If for any reason any of the advisers assisting you in this matter are unavailable, please ask for their secretary or another member of their team who will try to assist or take any message for you.
- 2.4 Some of the people advising you may not be solicitors although they work under the supervision of solicitors. We believe that this can benefit you because we can, where appropriate, introduce a range of disciplines and backgrounds to help us with the particular issues involved with your work. We accept responsibility for the work they do in the same way as we do for all our solicitors. We will be happy to provide you with a list of the non-solicitors working for us should you request it and we will always tell you if a non-solicitor is assisting with your matter.
- 2.5 We may sub-contract aspects of your work to appropriate specialists. If we do so, we will inform you and we accept responsibility for their work, unless we agree otherwise with you.

3 Charges and expenses

- 3.1 Our charges are set out in our client care letter and/or proposal document. Charges are based upon the time we spend dealing with your matter. We may be able to agree an alternative charging arrangement such as a fixed fee.
- 3.2 **Disbursements and expenses:** In addition to our charges, we will charge you for disbursements and expenses if these occur in your matter. These may include, telegraphic transfer fees paid to our bank, court fees, counsel's fees, agent's and expert's fees, search fees, stamp duty, stamp duty land tax, registration fees, courier fees, costs draftsman's fees, company searches, telephone conference calls, secretarial support outside normal business hours and travel. Expenses will generally be itemised in our bills. The cost of routine telephone calls, postage and photocopying is included in our charges and will not be charged as a separate expense.
- 3.3 **VAT:** We will charge VAT on our charges at the applicable rate at the time our bill is issued to you. If we have agreed a fixed fee with you we will add VAT to our charge at the rate that applies when the work is done. VAT will also be payable on certain expenses and disbursements.
- 3.4 Our charging rates are reviewed on 1 May in each calendar year. We may also review our rates at any other time. Please also note that the qualification levels of solicitors and their associated charging rate may increase during the course of the matter. Should rates change before the matter is concluded we will inform you of the new rates.
- 3.5 If we do not complete the work, we will charge you for the prior work done and expenses incurred.
- 3.6 Please remember that you can at any time ask for full details of the charges and expenses that have been incurred in respect of your matter.

4 Estimates

- 4.1 In our client care letter and/or proposal document we give the best estimate possible about the likely overall costs, including a breakdown between charges, VAT and expenses. The detail and accuracy of the estimate will depend on the nature of your instructions.
- 4.2 Unless we agree otherwise, all estimates, quotations or other indications of cost are intended as a guide and are subject to change.
- 4.3 **Additional work:** We will inform you if any unforeseen extra work becomes necessary. We will also inform you in writing as soon as it appears that a costs estimate or agreed upper limit may or will be exceeded. If we are asked to provide any additional services then these

services will be subject to a separate charge outside any costs that we have agreed.

5 Payments in advance

- 5.1 We may ask you to make payments in advance. These will be used to reduce any unpaid bills that you have. It is important for you to recognise that the total fees and expenses may be higher than the advance payments that you make.

6 Paying third parties

- 6.1 We will try to give advance warning of the likely payments you may have to make to third parties, such as to barristers and for registration fees, and at what stages they are likely to be required.
- 6.2 Where other professionals are engaged to act on your behalf, for example accountants, engineers and other lawyers who are not consultants or sub-contractors of this firm, we may require you to contract with them and to pay their charges directly. Where we engage other professionals on your behalf, we do so as your agent. We will take care in engaging them but we will not be liable for any act or omission of those professionals.

7 Invoicing and payments

- 7.1 We may invoice you monthly for the work that we have carried out and more frequently for disbursements or other expenses. These invoices will not be subject to any adjustment once the work has concluded. If we make a request for an advanced payment on account of costs this will be marked clearly and may be subject to adjustment when the final invoice is provided upon completion of the work.
- 7.2 Unless agreed otherwise, all bills will be issued in pounds sterling.
- 7.3 **Account settlement:** Accounts must be settled within 28 days. We may charge interest on invoices which are not paid in full within that time period at the fixed rate of 8% or at the rate of 4% a year above the base lending rate of the Bank of England, whichever is the higher. This interest will accrue on a daily basis from the due date until payment is made.
- 7.4 If you do not settle an account within 28 days we may pass your details on to a tracing agent and/or credit reference agent for the purpose of obtaining payment from you.
- 7.5 We reserve the right to cease acting for you in the event that payments are not made when requested.
- 7.6 **Outstanding fees and expenses:** If we have issued you with a final bill and there is

outstanding money due to a third party for fees or expenses incurred on your behalf, we may send you a further bill or bills to cover these disbursements.

- 7.7 **Payment by third parties:** If you request us to issue a bill marked as being payable by a third party and we agree to the request, you will remain liable for any VAT due on it. You will also be liable to pay the bill or any part of it if the third party does not pay it by the due date.
- 7.8 We may keep all papers and documents belonging to you while money is owing to us.
- 7.9 If you instruct us to respond to a letter from your auditors on your behalf, we may charge you the cost of doing so at our hourly rates applicable at the time of that instruction.
- 7.10 **Disputed invoices:** If you have any query or concern about your account, you should contact the partner of this firm with ultimate responsibility for this work straight away. You can also complain to the firm's complaints handling partner as set out in paragraph 18 below.
- 7.11 If you remain unhappy about your account (which we hope will not be the case) you also have a right to object to the bill by making a complaint to the Legal Ombudsman at www.legalombudsman.org.uk and/or by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. Please note that the Legal Ombudsman may not consider a complaint about your bill if you have applied to the court for assessment under Part III of the Solicitors Act 1974.

8 Recovering costs in litigation matters

- 8.1 If you have a legal expenses insurance policy, you should check with your insurers the level and extent of your cover before instructing us to carry out work on your behalf. Cover can rarely be obtained under the policy retrospectively. If you have a policy it may be a stand-alone policy or it could be attached to a household insurance or motor insurance policy or to a credit card.
- 8.2 In litigation the usual rule is for the losing party to pay the successful party their reasonable charges and expenses. These would be assessed by the Court in the event that they were unable to be agreed between the parties. Ultimately, the Court may order the other party to pay only some of your legal charges and expenses and not all of them.
- 8.3 We will try to recover the maximum amount of legal charges and expenses from the other party if you are successful. You will, however, remain responsible for any shortfall and for paying the whole of your legal charges and expenses if the other party defaults on payment for any reason.

- 8.4 In some circumstances (usually if you lose all or part of your case or in the circumstances set out in paragraph 8.7 below) the Court may order you to pay the legal charges and expenses of the other party. These will be payable in addition to your own legal charges and expenses. It is sometimes possible to insure against this risk and we will provide you with advice where appropriate.
- 8.5 **Your responsibility to pay:** If you are unsuccessful at a Court hearing during your case, the Court may order you to pay certain legal charges and expenses immediately or within a certain specified time.
- 8.6 Different rules apply to:
- The recovery of legal charges and expenses in lower value cases (usually £5,000 or less) which fall within the Small Claims Court procedure. As a general rule in such cases each party will be responsible for their own legal charges and expenses.
 - Matrimonial proceedings where the Civil Procedure Rules ("CPR") do not apply; we will advise you about costs in matrimonial proceedings in our client care letter and as your matter progresses.
- 8.7 The Court has a wide discretion in deciding how the costs of a case should be paid. Whilst we will provide advice where it is possible that an adverse costs order may be made against you, some common scenarios of where adverse costs are likely to be awarded even where you do not lose all or part of your case, are listed below:
- 8.7.1 Withdrawal from Court Proceedings; this will usually occur where you decide that you no longer want to invest the cost/time in pursuing the matter. Where you choose to withdraw from Court Proceedings once commenced the opposing party is entitled to apply to the Court to recover the costs that they have incurred in dealing with the Court Proceedings to the date of the withdrawal, unless you agree other arrangements with them.
- 8.7.2 Refusal of Alternative Dispute Resolution ("ADR"); ADR is the term used for any method of dispute resolution that does not involve formal proceedings such as Arbitration or the Court. Parties are encouraged at all stages of Court proceedings to use ADR to try and settle disputes, where appropriate, to minimise the time and cost of lengthy proceedings. A common form of ADR is mediation. We will advise where ADR is appropriate, as where ADR is unreasonably refused by a party the Court may penalise that party in relation to the recovery of their legal costs, even if they win their case.

- 8.7.3 As a consequence of Part 36 offers; Part 36 enables any party to a dispute that is governed by the Civil Procedure Rules (CPR) to set out formal offers to settle the matter either before or after Court proceedings have been issued. If such offers are not accepted by the other party or parties, within prescribed time periods, this may have an adverse impact on the recovery of costs at the conclusion of the case if the Court considers that the offers should have been accepted.
- 8.7.4 Failure to accept a reasonable Without Prejudice Offer; a without prejudice offer of settlement can be made at any time during a dispute. Similar to Part 36 offers, such offers can be brought to the attention of the Court when it is considering costs at the conclusion of the case. Where a reasonable offer of settlement has been refused, the Court may use its discretion to penalise a party in relation to their recovery of legal costs. We will provide detailed advice to you as your matter proceeds to enable you to assess the risks/benefits of continuing with your case as against either making or accepting an offer to settle under CPR Part 36 or as a without prejudice offer.
- 8.7.5 Where an Order is made against you; where an Order is made against you, by a Court, Adjudicator or Arbitrator, and you fail to comply with the terms of that Order within any prescribed time limits, you may face increased costs of any action taken by the opposing party to enforce the terms of the Order. The levels of costs will depend on the action taken to enforce the Order. Please be aware that interest may also accrue on monetary awards contained in an Order.

9 Barristers' opinions

- 9.1 If you instruct us to obtain the opinion of a barrister, subject to us receiving the consent of the barrister concerned to do so, we may store a copy of the opinion, electronically or otherwise, in our internal know-how system.

10 E-mails and storage of papers and deeds

- 10.1 Unless you instruct us to the contrary, we may use e-mail facilities when acting for you. With e-mails security cannot be guaranteed so please let us know if this causes you concern.
- 10.2 Following completion of the matter, we will keep our file of papers (except for any of your papers which you ask to be returned to you) for a minimum of 6 years after sending you our final bill. We may destroy our file after that time. We

will not destroy documents you ask us to deposit in safe custody, but we reserve the right to charge a fee for storage.

- 10.3 We do not normally make a charge for retrieving stored papers or deeds in response to continuing or new instructions to act for you. However, we may charge you for the time we spend on reading papers, writing letters or other work necessary to comply with the instructions or to send the papers back to you or to other solicitors.
- 10.4 If at any time, whether during or after the end of a matter, any legal duty requires us to disclose documentation or give information orally or in writing relating to you or to the matter, we may recover from you the cost of complying with such duty. If any such document is subject to legal privilege, we shall notify you and ask you whether you want to waive privilege. If you do not waive privilege, we may charge you for any time spent and expenses incurred by us in preserving privilege on your behalf at such hourly rates applicable at that time.

11 Confidentiality

- 11.1 We will respect the confidentiality of information we receive from you and others on your behalf while acting for you. Save as necessary to give effect to your instructions we will not disclose such information to others without your prior consent unless we are required to do so for legal or regulatory reasons.
- 11.2 You will appreciate that we owe the same duties of confidentiality to all our clients and cannot therefore disclose to you confidential information held for them without their consent.
- 11.3 Occasionally it may happen that information we hold for you may be relevant to an instruction from another client or potential client. In that event you agree that our duty of confidentiality to you will be satisfied by putting effective safeguards in place, in accordance with applicable rules, to ensure that access to confidential information within the firm is restricted. Where such measures are in place, you agree that you will not seek to prevent us from acting for another client or potential client because we hold your confidential information.

Similarly, you agree that if we hold confidential information for another client or former client that may be relevant to your instruction we may, subject to applicable rules, act for you with effective safeguards in place to ensure that access to relevant confidential information is restricted.

12 Data protection and information security

- 12.1 We will protect information that you provide to us whether we are the controller of that data or

are processing that data on your behalf. We apply organisational controls, policies and procedures that are compliant with the requirements of the General Data Protection Regulations and the Data Protection Act 2018 (DPA).

- 12.2 If we are processing personal data on your behalf we will only do this in accordance with your instructions, in compliance with the principles set out in the DPA and subject to paragraph 12.3 below.
- 12.3 If we are processing data on your behalf we will notify without undue delay if we have become aware of a personal data breach. We will cooperate with you to address an identified breach and to uphold the rights of a data subject.
- 12.4 Your personal data will be used only for the purposes of providing our services to you, general administration, giving advice on your matter, issuing bills, collecting payment of bills or for any other purposes stated in our Privacy Statement which is at Annex 1 of this document. By instructing us you accept our Privacy Statement.
- 12.5 Your personal data will not be passed on to third parties except where we are legally obliged to do so, where this is part of delivering our service to you or where you have been otherwise notified in these terms and conditions or in our Privacy Statement. We will not notify any third party of the fact that we act or have acted for you personally unless you consent to us doing so.
- 12.6 We hold Cyber Essentials Plus accreditation and will maintain a secure environment to protect your data from theft and corruption. Client data that we store is held on our own servers or by third party providers that operate to the ISO27001 standard. All data is held in the EU. We will not store your data in another jurisdiction unless there is a legal condition which permits us to do so.
- 12.7 When transferring sensitive data we are able to use email encryption subject to your agreement. We can also share data through a secure portal for fixed periods when working with large volumes of information.

13 Audit and your information

- 13.1 We operate a quality assurance system. Under this system, a solicitor not responsible for your matter may review your file.
- 13.2 For the purposes of financial and quality auditing, your file may be subject to review by external bodies. If you do not want your matter to be made available for review, please contact us in writing to request that it is not included.

14 Anti-money laundering

- 14.1 We are subject to UK requirements to identify clients for the purposes of anti-money laundering legislation. We may therefore ask you to provide us with appropriate evidence of identity and address or other information, which we will retain. If we are accepting instructions from you without having met you in person, we may be obliged to carry out additional checks on your identity including electronic verification. If satisfactory evidence or information is not provided within a reasonable time of our request we may have to stop working for you. In that event you will be charged for the work done up to the time we stop acting.
- 14.2 Solicitors are under a professional and legal obligation to keep the affairs of clients confidential. This obligation, however, is subject to statutory exception: recent legislation on money laundering and terrorist financing has placed solicitors under a legal duty in certain circumstances to disclose information to the National Crime Agency. Where a solicitor knows or suspects that a transaction on behalf of a client involves money laundering, the solicitor may be required to make a money laundering disclosure. If, while we are acting for you, it becomes necessary to make a money laundering disclosure, we may not be able to inform you that a disclosure has been made or of the reasons for it because the law prohibits this.
- 14.3 We may use personal data provided by you in order to conduct appropriate anti-fraud checks. Personal data that you provide may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information.

15 Anti-bribery and anti-corruption

- 15.1 We are committed to upholding all applicable laws relating to anti-bribery and anti-corruption, including the Bribery Act 2010. We are not able to accept instructions that compromise our position in relation to these requirements. If we are asked or required as a result of your instructions to take any action that may compromise our position in relation to these requirements we may have to stop working for you. In that event you will be charged for the work done up to the time we stop acting.

16 Interest policy

We have a separate policy on the payment of interest in respect of monies held on behalf of a client. This can be found on our website.

17 Liability

YOUR ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE

- 17.1 We will use our reasonable skill and care in providing the services set out in our client care

letter and/or proposal document or any written variation or addition to them ("the services").

17.2 We seek to limit the personal liability and exposure to litigation of our employees, partners and consultants, since they will act at all times for and on behalf of Anthony Collins Solicitors LLP and not in a personal capacity. Accordingly, by accepting our terms and conditions of business, you agree that any claim of any kind arising out of or in connection with the services (or any other advice provided by us to you of whatever nature) shall be brought only against Anthony Collins Solicitors LLP and that no claims will be brought personally against any of our partners, employees or consultants involved in the provision of the services to you.

17.3 We will accept liability to you for any loss or damage you may suffer in accordance with the laws of England and Wales subject to the following provisions:

17.3.1 our liability to you will be limited to that proportion of your loss and damage which is just and equitable having regard to the extent of your own responsibility for the loss and damage and that of any other party who may also be liable to you in respect of it. For the avoidance of doubt, in considering whether other parties may be liable to you, no account is to be taken of any inability on your part to enforce remedies against another party by reason of causes of action against that party becoming time-barred, or the party's lack of means or the party's reliance on exclusions or limitations of liability;

17.3.2 our maximum liability shall not exceed the aggregate limit of twenty five million pounds inclusive of interest and costs or, if different, the figure set out in our client care letter and/or proposal document (or any written variation or addition to them);

17.3.3 our liability in respect of damages for losses of money we place with a bank or building society arising from banking failure shall not exceed the minimum level of cover required for the time being in relation to us by the Solicitors' Indemnity Insurance Rules for a policy of qualifying insurance (at the date of publication of these terms and conditions of business, three million pounds inclusive of interest and your costs);

17.3.4 our liability in respect of the acts or omissions of third parties shall be limited in accordance with paragraph 17.2; and

17.3.5 we will not be liable for any loss, damage, cost or expense arising in any way from your (to include your directors, trustees, members, employees or agents):

(a) fraudulent acts, misrepresentations or wilful default;

(b) failure to properly advise us or give us the correct information;

(c) delay in instructing us or providing us with information that we request.

17.4 Paragraphs 17.2 and 17.3 do not apply in respect of:

- death or personal injury;
- loss or damage arising from fraud or wilful default on our part; and
- any other situation in which the limitation is prohibited by law.

17.5 If you would like the contact details of our Professional Indemnity Insurer please let us know and we will send this information to you.

18 Raising queries or concerns with us

18.1 We are confident that we will give you a high quality of service in all respects. If you have any queries or concerns about our work for you or the amount which you have been invoiced for charges and expenses, please take them up first with the person with whom you have most contact in relation to a particular matter. If that does not resolve the problem to your satisfaction or you would prefer not to speak to that person then please speak to the partner with ultimate responsibility for the work or the client care partner set out in the client care letter and/or proposal document or this firm's Designated Complaints Handler, Mr Sam Coley – Risk and Compliance Manager.

18.2 All firms of solicitors are obliged to attempt to resolve problems that clients may have with the service provided. It is, therefore, important that you immediately raise your concerns with us. We value you and would not wish to think you have any reason to be unhappy with us. We aim to be proactive and innovative with our clients, responding to their needs effectively and objectively. We have a procedure in place detailing how we handle complaints which can be made available on request at any time and is set out on our website at www.anthonycollins.com

18.3 If you feel that we have not dealt with your complaint adequately you are entitled to contact the Legal Ombudsman. Any complaint to the Legal Ombudsman should usually only be made after we have issued our formal written response to your complaint or we have already had eight weeks to resolve it. Any complaint must be referred to the Legal Ombudsman within six months of the date of our formal written response to your complaint. Also, the problem must have happened on or

after 6 October 2010 or, if the problem happened earlier than that, you must not have been aware of it before 6 October 2010.

Finally, your complaint must be made no later than six years from the act/omission or three years from when you should reasonably have known there was a cause for complaint. For further information you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk or write to them at PO Box 6806, Wolverhampton WV1 9WJ. Alternative complaints bodies such as Pro Mediate exist which are competent to deal with complaints about legal services where there is agreement to do this between a client and their solicitor. We do not agree to use of an alternative complaints body because complaints about law firms can be referred to the Legal Ombudsman.

19 Ending our contract

- 19.1 You may end your contract with us in writing at any time.
- 19.2 We expect and hope to act for you until completion of your matter. We may end our contract by giving you reasonable notice. We may only decide to stop acting for you with good reason such as, for example, if we are unable to secure clear or proper instructions from you, the relationship of trust and confidence between us breaks down or you fail to pay our charges and expenses in accordance with these terms. This will be regardless of the stage that we have reached in proceedings. You will be responsible for our charges and any expenses incurred on your behalf up to the point where the contract between us ends.
- 19.3 If you or we decide that we will stop acting for you we will charge you for the work done and expenses incurred as stated in Paragraph 3.5 plus any charges and expenses for work necessary in connection with the transfer of the matter to another adviser of your choice and/or removing ourselves from the court record (if applicable). When the contract ends you will remain liable for any interest owing on unpaid bills in accordance with Paragraph 7.3.
- 19.4 Once we have completed a matter and closed our file we are not responsible for dates and deadlines that may arise as a result of that matter. For example, you should diarise critical dates for service of documents, expiry of time limits, exercise of options, renewal of leases and rent reviews.

20 Financial and tax advice

- 20.1 If during the course of instructing us you need advice on investments we can refer you to someone who is authorised by the Financial Conduct Authority, as we are not. However, as we are regulated by the Solicitors Regulation Authority, we may be able to provide certain

limited investment services where these are closely linked to the legal work we are doing for you.

- 20.2 We are not authorised by the Financial Conduct Authority. However, we are included on the register maintained by the Financial Conduct Authority so that we can carry on insurance mediation activity, which is broadly the advising on, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by the Solicitors Regulation Authority. The register can be accessed via the Financial Conduct Authority website www.fca.gov.uk/register.
- 20.3 The Law Society is a designated professional body for the purposes of the Financial Services and Markets Act 2000 but responsibility for regulation and complaints handling has been separated from the Law Society's representative functions. The Solicitors Regulation Authority is the independent regulatory body of the Law Society and the Legal Ombudsman is the independent complaints handling body.
- 20.4 Generally where financial services are involved we recommend that you involve an independent specialist adviser who has appropriate regulatory authorisation. We do not advise on pensions investments.
- 20.5 We will not provide any advice on the direct and/or indirect tax issues arising in connection with a matter unless we agree to do so in writing. If in the course of a matter, tax information becomes available to us, we may pass this on to you, but this will not mean that we have taken on the role of providing tax advice, unless we have expressly agreed to do so in writing.

21 Relevant laws and regulations

- 21.1 The provisions of these terms and conditions of business and our client care letter and/or proposal document are between you and Anthony Collins Solicitors LLP and do not confer any benefit or right to enforce any of their terms on a person who is not a party to this Agreement.
- 21.2 Advice that we give you must not be passed on to others without our prior written consent. The advice which we give is confidential and for the exclusive use of you as our client.
- 21.3 If you are a consumer (i.e. a person not instructing us for the purpose of your business) and if your instructions have not been given to us at a face to face meeting or have been given to us at a meeting away from our offices the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2014 apply and we ask that you sign and return a copy of our client care letter incorporating these

terms and conditions and return it to us as quickly as possible. On receipt of this we will regard ourselves as acting on your behalf.

- 21.4 If the Regulations apply you generally have the right to cancel your instructions to us without any cost to you within fourteen days of our receiving these written instructions. You would cancel the agreement in writing by either delivering a note cancelling your instructions to our office or by sending it by post, facsimile or email.
- 21.5 You may not, however, cancel the agreement once we have, with your permission, started to work on your behalf. By signing and returning a copy of our client care letter you are agreeing that, to avoid delay in the transaction, we may start work on your behalf straightaway and we do not have to wait for the cancellation period to expire.
- 21.6 We shall carry out your instructions as efficiently as possible but the nature of the instructions may mean that we are unlikely to be able to perform the services within the maximum period of 30 days as laid down by the Regulations. By signing and returning a copy of

our client care letter you are, therefore, agreeing that we do not need to complete the services you have asked us to undertake within a maximum of 30 days.

- 21.7 In addition, if you are a consumer nothing in these terms and conditions of business will affect your statutory rights.
- 21.8 These terms and conditions of business and our client care letter and/or proposal document will be governed by English law and the parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.
- 21.9 Each provision of these terms and conditions of business and the client care letter and/or proposal document is severable and distinct from every other provision. If any such provision is or becomes illegal, void or unenforceable the remaining provisions will continue in force as though that provision had not been included.
- 21.10 Copyright in any document created by us is and remains vested in us and will not be transferred to you. We may object to any misuse of such document.

Anthony Collins Solicitors LLP
134 Edmund Street
Birmingham B3 2ES
T: 0121 200 3242
F: 0121 212 7442
E: info@anthonicollins.com
W: www.anthonycollins.com

Solicitors Regulation Authority number: 424137 (Birmingham) 656435 (Manchester)

© *Anthony Collins Solicitors LLP*

Anthony Collins Solicitors Privacy Statement

Introduction

We, Anthony Collins Solicitors LLP (ACS), are the 'controllers' of the information that we collect about you ('personal data'). Being controllers of your personal data, we are responsible for how your data is processed. The word 'process' covers most things that can be done with personal data, including collecting, storing, using and destroying that data.

This notice explains why and how we process your data, and explains the rights you have around your data, including the right to access it and to object to the way it is processed. Please see the section on 'Your rights as a data subject' for more information.

We are a Law Firm and our contact details are:

Address:	Anthony Collins Solicitors LLP 134 Edmund Street Birmingham B3 2ES
Email:	info@anthonicollins.com
Telephone number:	0121 200 3242

Our Data Protection Coordinator is Rob Adams, Head of Risk and Compliance, who you can contact at rob.adams@anthonicollins.com or on 0121 214 3715 if you would like further information about this statement.

Personal data

'Personal data' is any information that relates to a living, identifiable person. This data can include your name, contact details, and other information we gather as part of our relationship with you.

It can also include 'special categories' of data, which is information about a person's race or ethnic origin, religious, political or other beliefs, physical or mental health, trade union membership, genetic or biometric data, sex life or sexual orientation. The collection and use of these types of data is subject to strict controls. Similarly, information about criminal convictions and offences is also limited in the way it can be processed.

We are committed to protecting your personal data, whether it is 'special categories' or not, and we only process data if we need to for a specific purpose, as explained below.

We collect your personal data mostly through our contact with you, and the data is usually provided by you, but in some instances we may receive data about you from other people/organisations. We will explain when this might happen in this Notice.

This statement contains information about:

1. [Contacting you](#)
2. [Our grounds for processing your data when we work with you](#)
3. [Who we share your data with](#)
4. [How we store your data and how long we keep it for.](#)
5. [Your rights as a data subject](#)

Contacting you about events or areas of interest

As an individual we will only send general invitations or updates to you if you have provided your consent for us to do so. If you represent an organisation we may write to you from time to time unless you have told us that you do not wish to receive further mailings.

Our marketing and briefing emails will provide you with the option to opt out of future mailings. You can also use this option to manage the type of mailings that you receive from us.

If you do not provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you do not provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you. In this case, we may stop providing that service but we will notify you if this is the case at the time.

Personal data received from third parties

Our clients, the courts and other legal professionals may include personal data about individuals that is relevant to a legal matter that we are working on. We are committed to protecting all personal data that we hold and will treat this data with the same care that we treat data held about our clients.

Processing your data to provide you with our services

In general terms we process your data to fulfil our responsibilities in the relationship that we have with you. The table below lists more specific purposes for processing your data, and the legal basis for each type of processing.

Data we may process to provide our services to you.	Legal bases for processing
<ol style="list-style-type: none"> 1. Your contact details so that we can share information with you. 2. Information that you provide to us to confirm your identity when you first instruct us so that we can meet anti money laundering requirements. 3. Information contained in emails or other correspondence from you and records of telephone calls or meetings with you so that we can: <ul style="list-style-type: none"> • Understand your objectives • provide you with advice • carry out your instructions. 4. Survey data which you may choose to provide that we use for research purposes. 5. Details of transactions you carry out through us and of the fulfilment of our services to you so that we can: <ul style="list-style-type: none"> • Monitor progress • Deliver our services • Complete financial transactions • Issue bills and arrange payment with you. 6. Details of your preferences where you have requested to be contacted about events, products or services, legal updates and/or news which we feel may interest you, 7. Information about you that we retain on your behalf. 	<p>There are three grounds under which we may process your data to provide you with legal services.</p> <ul style="list-style-type: none"> • processing is necessary to agree your requirements and to deliver the services that we have contracted to provide for you: or • you have given consent for us to process your personal data; or • it is a requirement of the court to provide information that we hold about you. <p>The nature of some of our work dictates that we will hold special category data that relates to you. Additional grounds under which may process your data are:</p> <ul style="list-style-type: none"> • when establishing, exercise or defending a legal claim; • when protecting your interests if you are physically or legally incapable of giving consent; • where you have provided us with explicit consent to the process your data; or • where the data we are processing has already been made public by you.

At times, we may further process data which we have already collected. We will only do this if the new purpose for processing it further is compatible with the original purpose that the data was collected for. We will tell you about any further processing before carrying it out.

Who we share your data with

For some processing purposes we share your data with third parties. This is a list of the information we may share with external recipients, and for what purpose:

Our **IT system providers** have access to data so that we can ensure that our systems operate effectively and that we are running current versions of software.

Financial and quality auditors view data to monitor that we are complying with statutory and regulatory requirements and to confirm that we are complying with the requirements of the Lexcel practice quality mark.

We will share your data with **other legal professionals, costs drafting and other technical experts** when that is appropriate to fulfil the requirements of the service we are providing for you.

PHS Datasafe manages our **paper archive records** and manages controlled destruction of the records when they reach the end of their retention period.

How we store your data

Your personal data is held in both hard copy and electronic formats.

Electronic data, including emails, is stored in our servers, which are located in the UK. Our cloud based email security service provider stores all incoming and outgoing emails in servers located within the European Union. Our data sharing portal provider stores documents in servers located within the European Union. All providers of cloud services that we use are accredited to the ISO27001 standard.

We rarely transfer personal data to other jurisdictions. If we need to do this with your data we will tell you about the transfer and the safeguards in place to protect your data, before the transfer takes place.

How long we keep your data

If we are providing legal services to you we will notify you about how long we will keep your data for when we close your matter with us.

We maintain a schedule which dictates how long we keep documents for. Our document retention schedule applies dates that meet a statutory requirement, reflect limitation periods for action following completion of a legal transaction or reflect good business practice.

Once the applicable retention period expires, unless we are legally required to keep the data longer, or there are important and justifiable reasons why we should keep it, we will securely delete/destroy the data.

Your rights as a data subject

As a data subject, you have the following rights in relation to your personal data processed by us:

- To be informed about how your data is handled;
- To gain access to your personal data;
- To have errors or inaccuracies in your data changed;
- To have your personal data erased, in limited circumstances;
- To object to the processing of your personal data for marketing purposes or when the processing is based on the public interest or other legitimate interests;
- To restrict the processing of your personal data, in limited circumstances;
- To obtain a copy of some of your data in a commonly used electronic form, in limited circumstances;
- Rights around how you are affected by any profiling or automated decisions.

Withdrawing consent

If we are relying on your consent to process your data, you may withdraw your consent at any time.

Exercising your rights, queries and complaints

For more information on your rights, if you wish to exercise any right or for any queries you may have or if you wish to make a complaint, please contact our Data Protection Coordinator at rob.adams@anthonycollins.com or on 0121 214 3715.

Complaints to the Information Commissioner

You have a right to complain to the Information Commissioner's Office (ICO) about the way in which we process your personal data. You can make a complaint on the ICO's website <https://ico.org.uk>.

To view our full privacy policy that includes how we use cookies on our website please go to <https://www.anthonycollins.com>.