

Privacy Notice (JusTriage)

Who we are

- Controller: Loucas Apostolou trading as JuTriage (Sole Trader), MK43 9QP
- Contact: info@JusTriage.co.uk

What we do:

- We provide early-stage legal guidance and triage. We are not a law firm and do not carry out reserved legal activities.

Personal data we collect:

- Identity/contract: name, email, organisation, address/
- Booking/payment: Booking details, time zone, invoices, payment status. Card data is processed by our provider (we do not see full card numbers).
- Matter details: Information you share about your issue and documents you upload.
- Website/communications: IP, device/browser info, emails/messages.

Where data comes from:

- Directly from you (forms, email, calls)
- From our processors when you book/pay (e.g. Calendly/Stripe).
- We do not buy data

Why we use your data (lawful bases)

- To provide our services and manage your booking (contract).
- To take payment and issue invoices (contract/legal obligation).
- To communicate with you and operate our site (legitimate interests)
- To keep records, handle complaints, prevent fraud, and comply with law (legal obligations/legitimate interests).
- If you opt in to updates (Consent; you can withdraw anytime).

Special category/criminal data

- We ask you not to send sensitive data unless necessary. If it is relevant, we may process it only insofar as necessary for the establishment, exercise or defence of legal claims (UK GDPR Article 9 (2)(f)). We do not systematically process criminal offence data.

Retention

JusTriage

Legal Clarity and Guidance

- Client/matter records and invoices: up to 6 years from last interaction (tax, audit and limitation periods).
- Enquiries that don't proceed: 12 months, then delete
- Marketing preferences: Until you opt out.
- Call/meeting recordings: We do not record by default; if ever recorded, only with your explicit consent and retained no longer than 12 months.

Security:

We use appropriate technical and organisational measures including encryption transit, access controls, MFA on admin accounts, least-privilege access and secure deletion.

Your rights

- Access, rectification, erasure, restriction, objection (including to direct marketing), portability, and to withdraw consent (where used).
- To exercise rights: email info@JusTriage.co.uk/ We may need to verify your identity.
- You can complain to the ICO: ico.org.uk | 0303 123 1113. We'd appreciate the chance to resolve concerns first.

Children:

- Our services and site are not direct to under -18s. Please do not submit children's data.

Cookies

- We use only essential cookies to operate the site. If we add analytics or non-essential cookies, we will display a cookie banner and obtain consent. See our Cookie Notice for details. (Non-used)

Third Party Links

- Our site may link to other sites; we are not responsible for their privacy practices.

Changes

- We may update this notice from time to time. The latest version will be posted here with the date below.

Contact and version

- Contact: info@jusTriage.co.uk
- Last updated: 24/09/2025