Privacy Policy and Terms of Service

[Home](http://ajreubens.co.uk/)/Privacy Policy and Terms of Service

AJ Reubens Solicitors is committed to protecting your privacy. This Privacy Policy and Terms of Service, sets out the types of personal information we collect, how we collect and process that information, who we share it with in relation to the services we provide and certain rights and options that you have in this respect.

Aims of processing data:  To provide services under contract to you; provide services to others (in so far as this does not breach client confidentiality); comply with regulatory and other legal obligations; and protect AJ Reubens Solicitors against potential claims.

Who is responsible for your data?:  AJ Reubens Solicitors is responsible for your personal data. For the purposes of applicable data protection law (in particular, the General Data Protection Regulation (EU) 2016/679 (the “GDPR”)), your data will be controlled by AJ Reubens Solicitors Limited trading as AJ Reubens Solicitors.

Legal Basis – Your data will be processed on the basis that AJ Reubens Solicitors has a legitimate interest in being able to achieve the aims of processing set out above. Where special category data is provided, the provider of the data warrants that they consent to AJ Reubens Solicitors processing that data or that they have obtained written consent from the data subject.

Personal Data Held: As a minimum, AJ Reubens Solicitors is required to positively identify its clients. This also includes positively identifying a director in the case of a corporate client. In addition, AJ Reubens Solicitors holds whatever information is provided to it by its clients and others. In most cases, this will not include special category data.

Failure to Provide Data: If you fail to provide AJ Reubens Solicitors with the data they require, you will not receive services.

Data Sources:  AJ Reubens Solicitors obtains most personal data from its clients and those who have indicated that they have interest in AJ Reubens Solicitors’ services. AJ Reubens Solicitors also obtains some personal data from other correspondents and also from publicly available sources.

Recipients:  Any data provided by client is treated as confidential to that client and will only be shared with others in so far as this is necessary in order to provide the services contracted for by the client, to comply with regulatory and other legal obligations and to protect AJ Reubens Solicitors against a potential claim. In order to provide services, AJ Reubens Solicitors relies on the services of certain data processors. These include secure cloud storage for files and emails. In each case, AJ Reubens Solicitors ensures that data is processed in compliance with this policy.

Third Countries and Safeguard: Other than where required in order to provide services as required in individual client matters, data is rarely sent to third countries. Where it is, the relevant devices are password protected and equipped with adequate security software.

Retention Period: Data is held for six years from the end of the relevant matter unless our regulator advises a longer period, or for six years where not associated with a particular matter.

Data Subjects Right: Where relevant, you have the right to withdraw consent to processing of your data, complain to a supervisory authority regarding the processing of your data, obtain a copy of the data held on you and to correction of any errors in that data.

“By using this Website you agree to the use of cookies. You can choose to manage the cookies we use on this Website through your browser settings at any time.”

# Information About Our Use of Cookies

## The 1-Minute Guide

Interested in this issue but short of time? Here’s what we think you need to know:

* We use cookies to make our website easier for you to use
* We use cookies to help stop our online-forms from being used to send spam-email
* We use cookies to monitor usage so we can spot trends and make improvements
* We **DO NOT** use cookies to identify individuals (and never will)
* We **DO NOT** store personal information in cookies

We believe that our use of cookies is very necessary for the smooth functioning of the website. We do not believe that they pose any threat to your personal privacy or online security and we recommend that you indicate that you will “allow” cookies. If you “disable” cookies the interactive functions of the website will not operate. For example, data-submission via forms, as well as user-registration, user-login, and many other features of the website can not work fully without using cookies.

## More Detailed Information

## When did the law change and who enforces it?

The original EU legislation that became known as the “E-Privacy Directive“ was published in 2003 and implemented as European Directive – 2002/58/EC. It was concerned quite widely with the protection of privacy in the electronic communications sector. In 2009 the Directive was amended by Directive 2009/136/EC that included a requirement to seek consent for cookies and similar technologies. The EU Directive entered UK law on 26th May 2011 as “The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011”. It is regulated by the Information Commissioner’s Office (ICO) www.ico.gov.uk who decided that enforcement would commence from 26th May 2012.

## What are cookies?

A cookie is used by a website to send ‘state information’ to a User’s browser and for the browser to return the state information to the website. The state information can be used for authentication, identification of a User session, User preferences, shopping cart contents, or anything else that can be accomplished through storing text data on the User’s computer.

Cookies cannot be programmed, cannot carry viruses, and cannot install malware on the host computer. However, they can be used to track user’s browsing activities which was a major privacy concern that prompted European and US law makers to take action.

Cookies are used by most websites for a variety of reasons – often very practical reasons to do with the operation of the website. However, they are also used to monitor how people are using the website (which pages are visited and how long is spent on each page). Each “visitor session” is tracked even though no effort is made to try to identify them in person.

The new legislation now states that you must be able to opt-out from having cookies stored on their computer.

## What happens if you disable cookies (i.e. opt-out)?

If you decide to disable cookies we record this so you don’t get asked the question again. You will find that most of the website works as expected although functions that rely on cookies are obviously disabled. These functions include using online forms (e.g. our enquiry form) or any feature that requires login. We use a cookie to remember your cookie preferences, this has a couple of consequences:

* If you delete all your cookies you will have to tell us your preference again
* If you use a different device, computer profile or browser you will have to tell us your preference again

## What happens if you ignore the question?

If you ignore the question the website will continue to set cookies as necessary. This approach of “implied opt-in” is specifically discussed and approved in the guidance notes issued by the Information Commissioner’s Office (the organisation charged with enforcement of this legislation).

legal disclaimer

## The materials appearing on this website do not constitute legal advice and are provided for general information purposes only. No warranty, whether express or implied is given in relation to such materials. We shall not be liable for any technical, editorial, typographical or other errors or omissions within the information provided on this website, nor shall we be responsible for the content of any web images or information linked to this website.

# Complaints Procedure

[Home](http://ajreubens.co.uk/)/Complaints Procedure

If you are dissatisfied with the service we have provided then you have the right to complain.

The Legal Ombudsman service has been operational since October 6th, 2010 and is ultimately responsible for ensuring that complaints are dealt with appropriately. However, before you contact the Legal Ombudsman you must first register an official complaint with us. Normally, the Legal Ombudsman expects you to give us 8 weeks to try to resolve the matter. If after 8 weeks you are still dissatisfied you can then involve  the  Legal Ombudsman. For more information on how the Legal Ombudsman works please  visit the Legal Ombudsman website.

### Timescales

In normal circumstances you are required to register a complaint within one year.  You must then give us 8 weeks to try to resolve your complaint before contacting the Legal Ombudsman. A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of the Firm’s complaints procedure. In summary:

* You must register your complaint with us within one year
* The Legal Ombudsman expects you to give us 8 weeks to try to resolve your complaint
* After this time, you can contact the Legal Ombudsman (but you must do so within 6 months)

### Getting Started

To register a formal complaint, please write to us and include all the information suggested by the Legal Ombudsman – their website includes some useful [checklists and sample letters](http://www.legalombudsman.org.uk/helping-the-public/legal/).