

Website Privacy Policy, Cookies Policy, and Website Terms & Conditions

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1. Jurisdiction and Intended Use

This website is intended for use only by individuals accessing it from within the United Kingdom. By using this website, you confirm that you are accessing it from within the UK and that you agree to be bound by the terms and policies set out below.

2. Openness and Transparency

Andrew Isaacs Law Ltd (“the Firm”, “we”, “us”, or “our”) is committed to being open and transparent about how we collect and use your information when you visit our website. This notice explains what information we collect, how we use and protect it, and your rights under the UK General Data Protection Regulation (UK GDPR) and all applicable data protection laws.

3. Privacy Policy

3.1 Data Controller and Contact Details

Andrew Isaacs Law Ltd is the data controller for your personal data.

Contact: family@andrewisaacs.co.uk

3.2 Information We Collect

We may collect and process the following categories of information:

- Information you provide via website forms, including name, address, email address, and other details you submit.
- Information automatically collected, such as Internet Protocol (IP) address, browser type, session information, page response times, length of visits, page interaction information, and methods used to browse away.
- Information provided through communications, comments, feedback, reviews, recommendations, and user profiles.
- Information collected via cookies and similar technologies (see Cookies Policy below).

3.3 How We Collect Information

We collect your information:

- Directly from you when you complete forms, make enquiries, or communicate with us.
- Automatically via your use of the website and cookies.
- Through third-party analytics and service providers.

3.4 Purposes and Lawful Bases for Processing

We process your information based on at least one lawful basis under UK GDPR, as detailed below:

- **To provide and operate our services:** Necessary for the performance of a contract or our legitimate interests.
- **To respond to your enquiries and provide customer support:** Necessary for the performance of a contract or our legitimate interests.
- **To contact you with service-related notices, updates, and promotional messages (where permitted):** Consent (for direct marketing) or our legitimate interests.
- **To create aggregated statistical data to improve our website and services:** Legitimate interests.
- **To comply with legal and regulatory obligations:** Compliance with legal obligations.

3.5 How We Use, Share, Store, and Disclose Your Information

- Your data is stored securely and protected by appropriate technical and organisational measures.
- Your information is shared with third parties only where necessary and in accordance with the lawful bases above:
 - Third parties such as expert witnesses, professional advisers, or regulatory bodies.
 - Service providers for administrative functions (e.g., outsourced typing).
 - Credit reference agencies, where applicable.
 - Auditors or external assessors for quality checks.

3.5.1 Use of Third-Party Platforms:

Andrew Isaacs Law Limited utilises a range of third-party platforms and systems to process, store, transmit, and manage client data securely. These platforms include, but are not limited to:

- **LEAP Case Management System:** Client data stored within LEAP, originating from the UK and the EU, is held on secure servers located in Dublin, Ireland and Frankfurt, Germany. LEAP operates on the Amazon Web Services (AWS) platform—one of the world's leading cloud services providers. Each LEAP application is accessed via HTTPS, utilising Transport Layer Security (TLS). Once your data reaches the LEAP cloud infrastructure, all information is encrypted at rest using Advanced Encryption Standard (AES-256).
- **Microsoft Office 365:** We also use Microsoft Office 365 services, which store UK client data on servers located within the United Kingdom and, where necessary for resilience or backup, within the European Economic Area. Office 365, like LEAP, employs robust security protocols, including encryption in transit and at rest, to protect all information handled through its platform.
- **SurveyMonkey:** We collect and process certain personal data using SurveyMonkey to conduct surveys and obtain feedback. SurveyMonkey Inc. is certified under the EU-U.S. Data Privacy Framework (DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF Principles. These certifications provide adequacy protections as recognised under Article 45 UK GDPR. Personal data transferred to or processed in the United States by SurveyMonkey Inc. remains protected to standards considered adequate by the European Commission and the UK Government.
- **Mailchimp:** We use Mailchimp, a US-based service, to manage and distribute certain electronic communications (including newsletters and marketing). Mailchimp is certified under the EU-U.S. Data Privacy Framework and related extensions, ensuring adequacy under Article 45 UK GDPR for transfers to the United States.

- **HMCTS Portal** (document lodgement and official correspondence with the court and tribunal service)
- **Adobe / Adobe e-signatures** (digital document signing and management)
- **InfoTrack** (identity verification and conveyancing workflows)
- **Bundle Pro** (electronic document bundling for court and case management)
- **Land Registry Portal** (property ownership and registration matters)
- **Egress** (secure email and file exchange)
- **Microsoft SharePoint** (collaborative document storage and management)
- **Microsoft OneDrive** (cloud-based file storage and sharing)

This list is not intended to be exhaustive. The firm keeps data processing activities and service providers under regular review. All third-party providers engaged by the firm are required to adhere to strict confidentiality obligations and comply with all applicable UK data protection legislation.

3.5.2 International Data Transfers

Where the use of a third-party application or service necessitates the transfer of personal data outside the United Kingdom, such transfers are made strictly in accordance with applicable data protection law. Personal data is transferred only where either:

- an adequacy regulation applies (i.e., the destination country is recognised by the UK Government as providing an adequate level of data protection), or
- appropriate safeguards are implemented, such as standard contractual clauses or other formal legal mechanisms, ensuring that individuals' rights and freedoms are protected at all times.

The firm monitors developments in data protection legislation, both domestically and internationally, to ensure that all international transfers remain lawful and that appropriate contractual and technical measures are maintained.

All other third parties are required to maintain confidentiality and comply with data protection obligations.

3.5.3 Data Retention and Destruction:

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, and in accordance with our legal, regulatory, and professional obligations (including those imposed by the Solicitors Regulation Authority).

At the end of the applicable retention period, personal data is securely and irretrievably destroyed—using confidential shredding for physical files, and appropriate electronic erasure for digital records held on our systems.

You have the right to request erasure of your personal data in certain circumstances. However, please be aware that we may not be able to comply with your request where we are required to retain data for legal, regulatory or professional reasons (for example, to comply with the Solicitors Regulation Authority's requirements, to establish, exercise or defend legal claims, or to respond to complaints or investigations). In such cases, only data strictly necessary for these purposes is retained.

If you wish for us to retain information for longer than our standard retention period for a particular matter, you must inform us in writing prior to the scheduled destruction/release date.

A copy of our detailed Data Storage, Retention, and Deletion Policy—including specific retention schedules—is available upon request. For further information, please contact us at family@andrewisaacs.co.uk.

3.6 Communications

We may contact you using your details for purposes including:

- Account management,
- Service updates,
- Dispute resolution,
- Fee collection,
- Surveys,
- Enforcement of agreements.

Communications may be by email, telephone, text message, or postal mail. Marketing communications are sent only with your consent, which you can withdraw at any time.

3.7 Your Rights

You have the following rights under the UK GDPR:

- To be informed about how we use your data.
- To access the personal data we hold about you.
- To rectify inaccurate or incomplete data.
- To request erasure of your data (subject to legal requirements).
- To obtain a copy of your data in a portable format.
- To withdraw your consent (where processing is based on consent).
- To object to processing, including direct marketing.
- To lodge a complaint with the Information Commissioner's Office (ICO).

To exercise your rights, please email family@andrewisaacs.co.uk.

3.8 Data Access and Verification

To protect your security, we may require you to verify your identity with photo ID and proof of address before releasing any personal data. All data subject requests will be responded to within one month of receipt and verification.

3.9 Profiling and Automated Decision-Making

We do not make decisions based solely on automated processing or profiling that produce legal or similarly significant effects.

3.9 Policy Updates

We reserve the right to update this policy at any time. Changes take effect immediately upon posting. Please review this notice regularly for the most current information.

4. Cookies Policy

4.1 What Are Cookies?

Cookies are small data files stored on your browser, used to track website usage and preferences. Most web browsers accept cookies automatically, but you may modify your browser settings to decline cookies if you wish.

4.2 How We Use Cookies

We use cookies to:

- Enable site functionality,
- Analyse usage to improve user experience,
- Remember preferences,
- Support marketing and analytics.

4.3 Third-Party Cookies and Services

We use third-party services which may set their own cookies, including but not limited to:

- Google Analytics
- Google AdSense
- Microsoft Clarity
- WordPress
- Wordfence
- Google Fonts
- Google reCAPTCHA
- Google Maps
- YouTube
- LiveChat
- Facebook, Twitter, LinkedIn
- Miscellaneous (see our website for a live list)

Each service may collect data in accordance with its own privacy policy.

4.4 Managing Cookies

You can manage or disable cookies via your browser settings. You may also change your cookie preferences at any time [insert link or reference to in-page cookie preference mechanism, if implemented]. For more information, visit www.allaboutcookies.org.

Note: Disabling cookies may affect website functionality.

5. Website Terms & Conditions

5.1 Use of Website

You must use this website only for lawful purposes and in a manner that does not infringe the rights of, or restrict or inhibit, the use and enjoyment of this site by any third party.

5.2 Intellectual Property

All content, including text, graphics, logos, and images, is the property of Andrew Isaacs Law Ltd or its licensors and is protected by copyright and other intellectual property laws. No content may be reproduced, distributed, or otherwise used without our prior written consent.

5.3 Accuracy and Validity of Information

While we take reasonable steps to ensure information on this website is accurate and up to date, it is provided on an “as is” basis. We do not accept liability for any errors or omissions. Please contact us to verify any information if needed.

5.4 Availability and Security

We endeavour to keep the website available at all times, but do not guarantee uninterrupted access or freedom from viruses or defects. We are not liable for any technical issues or losses arising from use of the website. Access may be suspended for maintenance or updates.

5.5 Third-Party Links

Our site may contain links to third-party websites. We are not responsible for the content, data policies, or security of external sites.

5.6 Updates

We may update these terms and policies at any time. Continued use of the website constitutes acceptance of any changes.

6. Contact Information

For any questions about this document, your data, or to exercise your rights, contact:

Email: family@andrewisaacs.co.uk