

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

Andrew Isaacs Law Ltd

This document comprises three parts:

- Part A: Website Privacy Policy
- Part B: Cookies Policy
- Part C: Website Terms & Conditions

For queries about this document or to exercise your data protection rights, contact: family@andrewisaacs.co.uk.

Part A: Website Privacy Policy

1. Controller and scope

- Controller: Andrew Isaacs Law Ltd (“the Firm”, “we”, “us”, “our”) is the controller of personal data collected via this website.
- Contact: family@andrewisaacs.co.uk
- Registered office: Unit 7, Atlas Business Park, Doncaster, DN4 5JT
- Company number: 09631443 | ICO registration: ZA533004 | SRA number: 626263
- Intended users: Individuals accessing the site from within the United Kingdom. If you access the site from elsewhere, you do so at your own initiative and are responsible for local laws.

2. Information collected

- Information you provide:
 - Enquiry form details (e.g., name, contact details, matter type, free-text message)
 - Newsletter/marketing sign-ups (name, email, preferences)
 - Recruitment applications (CV, cover letter, employment history)
 - Event registrations and feedback forms
- Information collected automatically:
 - Technical data: IP address, device identifiers, browser type/version, time zone, operating system

- Usage data: pages viewed, referral source, session duration, clickstream, in-page interactions (subject to your cookie choices)
- Cookies and similar technologies: See Part B (Cookies Policy).

3. Purposes and lawful bases

We process personal data for the following purposes under UK GDPR:

- Responding to enquiries and providing information about our services
 - Lawful basis: contract or steps prior to entering into a contract; or our legitimate interests (to respond to prospective client queries).
- Operating, securing and improving the website (including troubleshooting, analytics, testing, maintenance, support)
 - Lawful basis: our legitimate interests (to maintain and improve our site and services). Non-essential analytics relies on your consent via the cookie banner.
- Marketing communications (newsletters, legal updates, event invitations)
 - Lawful basis: consent (opt-in) or soft opt-in where permitted; you may opt out at any time.
- Recruitment (reviewing applications, arranging interviews)
 - Lawful basis: steps prior to entering into a contract; our legitimate interests; legal obligations where applicable.
- Legal and regulatory obligations (SRA compliance, AML/CTF, record keeping)
 - Lawful basis: legal obligation; and where applicable, substantial public interest conditions under DPA 2018.
- Establishment, exercise or defence of legal claims
 - Lawful basis: our legitimate interests; for special category data, Article 9(2)(f).

4. Special category and children's data

- Special category data should not be submitted through the website forms unless specifically requested for a defined purpose. Where received, we will apply appropriate safeguards and process only where a valid Article 9 condition applies (commonly legal claims).
- The website is not intended for children. If you believe a child has provided personal data, contact us so it can be addressed appropriately.

5. Sharing and recipients

We share personal data on a need-to-know basis with:

- Internal teams (to handle your enquiry or request)
- Professional advisers, counsel, experts, courts/tribunals and regulators (where relevant)
- Insurers and brokers (where relevant)
- Service providers acting as processors under contract (hosting, security, analytics, communications, case management and related cloud services)

Current third-party platforms commonly used include (non-exhaustive):

- LEAP case management (AWS EU hosting: Dublin/Frankfurt; encryption in transit and at rest)
- Microsoft 365 (UK/EU data centres; encryption in transit and at rest)
- Egress (secure email/file exchange)
- Adobe/Adobe Sign (e-signatures)
- HMCTS, Land Registry, InfoTrack, Bundle Pro (matter-specific portals)
- SurveyMonkey (surveys/feedback; DPF certification for US transfers)
- Mailchimp (newsletter/marketing; DPF certification for US transfers)
- Analytics/website tools (see Part B Cookies Policy for details)

All processors are subject to Article 28 UK GDPR data processing terms and security obligations.

6. International transfers

Where personal data is transferred outside the UK, we ensure a valid transfer mechanism, such as:

- UK adequacy regulations; or
- International Data Transfer Agreement (IDTA) or EU SCCs with UK Addendum; or
- UK-US Data Bridge/DPF participation for certified entities (e.g., SurveyMonkey, Mailchimp).

We keep transfer risk assessments under review to ensure appropriate protection.

7. Retention

- Enquiries: typically retained up to 24 months unless they form part of a client file.
 - Marketing records: retained until you opt out, plus a suppression record.
 - Recruitment applications: typically retained up to 12 months if unsuccessful (or as stated in the recruitment notice).
 - Server and security logs: typically retained up to 12 months.
- Matter files and client records are retained in accordance with our Records Management & Retention Policy. At the end of retention, data is securely erased or destroyed.

8. Your rights

Under UK GDPR, you have the rights to:

- Be informed; access; rectification; erasure; restriction; portability (where applicable); and objection (including to direct marketing).
 - Not be subject to decisions based solely on automated processing producing legal or similarly significant effects (we do not conduct such processing via the website).
- To exercise rights, email family@andrewisaacs.co.uk. We may require proof of identity and will respond within one month (extendable where permitted).

9. Security

We apply appropriate technical and organisational security measures, including access controls, encryption, endpoint and email security, network segmentation, monitoring, and backup/recovery processes as outlined in our internal security standards.

10. Marketing preferences

Where we rely on consent, you may withdraw it at any time via the link in our emails or by contacting family@andrewisaacs.co.uk. For soft opt-in communications, you can opt out at any time.

11. Complaints

You may raise concerns with us at family@andrewisaacs.co.uk. You also have the right to complain to the UK Information Commissioner's Office (www.ico.org.uk; Tel 0303 123 1113).

12. Changes to this notice

We may update this notice from time to time. Material changes will be highlighted on this page. Last updated: October 2025.

Part B: Cookies Policy

1. About cookies

Cookies are small text files placed on your device that enable core site functionality, improve performance and provide insights. Some cookies are strictly necessary; others are optional and require your consent under the Privacy and Electronic Communications Regulations (PECR).

2. How we use cookies

We group cookies into the following categories:

- Strictly necessary (always active): enable core functionality, security and accessibility. These do not require consent.
- Performance/analytics (consent): help us understand how visitors use the site to improve it (aggregate statistics).
- Functionality (consent): remember your preferences (e.g., region, language).
- Advertising/targeting (consent): personalise content/ads and measure effectiveness.

3. Third-party cookies and services (examples)

Depending on site configuration, we may use:

- Google Analytics (analytics)
- Google Ads/AdSense (advertising)
- Microsoft Clarity (analytics/behavioural insights)
- WordPress core/plugins (functionality and security)
- Wordfence (security)
- Google Fonts, Google Maps, YouTube, Google reCAPTCHA (functionality; some set cookies)
- LiveChat or equivalent (functionality)
- Social media integrations (e.g., Facebook, X/Twitter, LinkedIn)

Third-party providers will process data in accordance with their privacy notices.

Non-essential cookies from these services are set only with your consent.

4. Consent management

- On first visit, our cookie banner allows you to accept or reject non-essential cookies by category.

- You can change your preferences at any time via [Cookie Settings link/place the site's CMP link here].
- If you disable certain cookies, some features may not function properly.

5. Retention and control

- Cookie lifetimes vary by category and provider. A current cookie list with names, purposes and lifetimes is available at [insert link to cookie table] or on request.
- You can also control cookies via your browser settings (see www.allaboutcookies.org). Blocking all cookies may impact site functionality.

6. Do Not Track

Our site does not currently respond to Do Not Track signals. Your cookie preferences set via our banner will be applied.

7. Changes

We may update this Cookies Policy to reflect changes in technology or law.

Part C: Website Terms & Conditions

1. About us and regulatory status

- Operator: Andrew Isaacs Law Ltd of Unit 7, Atlas Business Park, Doncaster, DN4 5JT
- Company number: 09631443 | ICO registration: ZA533004 | SRA number: 626263
- Contact: family@andrewisaacs.co.uk | Tel: 01302 349480
- Jurisdiction: These Terms are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales.

2. Acceptance of terms

By using this website, you agree to these Terms and our Website Privacy Policy and Cookies Policy. If you do not agree, you must not use the site.

3. No legal advice; no solicitor-client relationship

The content on this site is for general information only. It is not legal or professional advice and must not be relied upon as such. Use of this site or any communication via the site does not create a solicitor-client relationship.

4. Website use and acceptable conduct

You agree not to:

- Use the site for unlawful purposes or in a way that could damage, disable, overburden or impair the site.
- Transmit malware, attempt unauthorised access, or disrupt security or network systems.
- Scrape, harvest or systematically extract data from the site without our prior written consent.
- Upload or transmit defamatory, offensive or infringing content.

5. Intellectual property

Unless stated otherwise, all content (including text, graphics, logos and images) is owned by or licensed to Andrew Isaacs Law Ltd and protected by intellectual property laws. You may view, download and print content for personal, non-commercial use only. Any other use requires our prior written permission.

6. Accuracy and availability

We endeavour to keep information accurate and up to date but make no representations, warranties or guarantees (express or implied) that content is accurate, complete or current. We do not guarantee that the site will always be available or free from errors or viruses. Access may be suspended or withdrawn without notice for maintenance or updates.

7. Third-party links

Our site may contain links to third-party websites. These links are provided for convenience only. We have no control over and accept no responsibility for the content, security or data practices of third-party sites.

8. Liability

To the fullest extent permitted by law, we exclude all liability for any loss or damage (including, without limitation, loss of profit, loss of data, or business interruption) arising from your use of, or reliance on, the site or its content. Nothing in these Terms excludes or limits liability for fraud, fraudulent misrepresentation, or death or personal injury caused by negligence.

9. Security and misuse

You are responsible for configuring your information technology and platform to access our site and should use your own virus protection. Misuse of the site may constitute a criminal offence. We may report such misuse to law enforcement and disclose your identity.

10. Changes to these Terms

We may update these Terms from time to time. Changes take effect when posted. Your continued use of the site after changes are posted constitutes acceptance of the updated Terms.

11. Contact

For website issues, contact family@andrewisaacs.co.uk or write to: Andrew Isaacs Law Ltd, Unit 7, Atlas Business Park, Doncaster, DN4 5JT. Our formal complaints procedure is available on request or at <https://www.andrewisaacs.co.uk/complaints-policy/>