

Terms of Service and Engagement

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This is an archived version of the Lawyerlink terms of service. It was published on 1 February 2026 and has since been replaced. It continues to apply to work instructed while it was the current version. The current Terms are at www.lawyerly.co/terms-of-service.

A. Key definitions

- 1) **Business Entity:** The business registered with us under your subscription. A Business Entity may be a sole trader, a partnership, or a limited company. Where a business has not yet been formally registered, the subscription will be deemed to apply to the individual Business Owner until the business is incorporated or otherwise legally formed.
- 2) **Business Owner:** The individual who owns or partly owns the Business Entity and is over the age of 18.
- 3) **Business Representative:** A person authorised to act for the Business Entity, such as an owner, director, or manager.
- 4) **Client:** The Business Entity to which we provide the Subscription Services under these Terms.
- 5) **Client Hub:** The online platform you access once you join us. Through the Client Hub, you can contact our in-house solicitors, book appointments, manage your legal matters and profile, and manage payments via our payment partner, Stripe.
- 6) **Excluded Services:** The services we do not provide, including reserved legal activities and other exclusions described in the Scope of Service and Limitation of Service sections.
- 7) **Lawyerlink:** The registered brand name of our legal subscription service. Lawyerlink is a product of Lawyerly Ltd and a registered trade mark of the Lawyerly Group (UK TM No. UK00004020204; EU TM No. 018992785).
- 8) **Lawyerly:** Lawyerly Ltd (Company No. 15697410), registered in England and Wales, provides the Lawyerlink service. Our solicitors are employed by Lawyerly Ltd and are individually authorised and regulated by the Solicitors Regulation Authority (SRA). Under the SRA Standards and Regulations 2019, solicitors may provide legal services to the public while employed by private companies. Reserved legal activities remain excluded unless carried out by an authorised firm; please see our Legal Service Statement.
- 9) **Policies:** The separate documents that form part of these Terms, including our Privacy Policy, Complaints Policy, Cancellation and Refund Policy, Cookies Policy, and the Data Processing Addendum.
- 10) **Stripe:** Stripe Payments UK Ltd (Company No. 08480771), which securely processes subscription payments on our behalf.
- 11) **Subscription Fees:** Your subscription fees are based on the selected Subscription Plans.

- 12) **Subscription Plans:** We offer a range of subscription options designed to suit your business's size and stage of growth. Our annual plans are determined by your business's annual turnover and, for startups, the year of incorporation. If we reasonably believe your chosen annual plan does not reflect your turnover or incorporation year, we may adjust your plan and fees or cancel your subscription and stop providing the services. We may request reasonable evidence of turnover or incorporation, and you agree to notify us if these details change. The Flex Plan operates separately as a rolling month-to-month option.
- 13) **Subscription Services:** The legal services listed under the Scope of Service.
- 14) **Subscription Term:** For Annual Plans, the subscription runs for a fixed term of 12 months beginning on the date you accept these Terms. You may choose to pay annually in advance or in monthly instalments; in either case, you enter a one-year contract that auto-renews unless cancelled in line with these Terms. For the Flex Plan, the subscription runs on a rolling month-to-month basis as set out in the Flex Plan Terms.
- 15) **Termination Date:** The date on which your subscription ends in accordance with these Terms, whether by expiry of the Subscription Term, cancellation, or termination by us or you.
- 16) **Us/we/our:** Lawyerly Ltd trading as Lawyerlink.
- 17) **You/your:** The Business Entity, Business Representative, or Business Owner registered with us.

B. Scope of service

We support you through every phase of your business, from setting up the right foundations to managing growth, protecting your assets, and resolving disputes. Our solicitors provide proactive, personalised legal services designed for small and medium-sized businesses in the UK.

Our legal services are provided only to your business. We don't act for your customers, suppliers, or any other third parties connected to your business.

Below you will find a detailed overview of what is included in your Subscription Services, as well as a clear list of what falls outside the scope of our offering.

1. LEGAL ADVICE AND GUIDANCE

Our solicitors provide clear, practical legal advice on all aspects of your business. From contracts and employment issues to data protection and regulatory compliance, we ensure you are equipped to navigate challenges and make informed decisions.

2. PROACTIVE LEGAL PLANNING

You can schedule regular sessions with our solicitors to proactively manage your legal obligations and protect your business from potential risks. These sessions focus on identifying compliance gaps and assessing the legal challenges specific to your industry.

We help you understand the common risks your business may face and provide tailored advice on how to mitigate them effectively. We identify vulnerabilities in areas such as contracts, regulatory compliance, and employment obligations, and offer practical solutions to minimise exposure. This proactive approach ensures your business stays ahead of potential challenges, enabling you to operate with confidence and focus on growth while maintaining strong legal safeguards.

3. BUSINESS STRUCTURING AND START-UP SUPPORT

Our solicitors provide legal advice to help you establish and structure your business on a solid legal foundation. We guide you through the choices available and prepare the core documentation your business needs to operate with clarity and confidence. These services include:

- Choice of structure: We advise on the legal implications of trading as a sole trader, partnership, or limited company.
- Incorporation and governance documents: We prepare or review partnership agreements, shareholders' agreements, directors' service agreements, articles of association, and other governance documents to set clear rights and responsibilities.
- Corporate housekeeping: We prepare resolutions, provide guidance to help you keep your company records up to date, and advise on statutory registers (such as registers of shareholders, directors, and persons with significant control) that every UK company is required to maintain. We can also advise on the requirements for Companies House filings, but we do not submit filings on your behalf.
- Founders' and early-stage agreements: We draft non-disclosure agreements, consultancy/service agreements, and website terms to protect your business in its early stages.
- Intellectual property foundations: We advise on assignments, licences, and brand protection measures to secure your business's core assets.

3.1. Please take note of the services that we do not offer:

- We do not act on the sale or purchase of businesses, share acquisitions, asset transfers, or transactional or other corporate due diligence exercises. Our solicitors can provide general or preliminary legal advice on issues that commonly arise in these transactions (such as business structure, contractual risk, or regulatory considerations), but we do not manage, negotiate, or complete the transaction itself.
- We do not provide financial, tax, or investment advice. For structuring involving tax treatment, share valuations, or fundraising, it is recommended to consult a qualified accountant, tax adviser, or an FCA-authorised professional.
- We do not act as company secretaries or submit filings to Companies House. Our role is limited to preparing documents and advising on governance obligations.

4. FRANCHISING SUPPORT

Our solicitors advise on the legal aspects of creating, managing, and protecting a franchise system. We help you develop a compliant framework that safeguards your brand and supports consistent relationships across your network. These services include:

- Franchise agreements: We draft and review franchise agreements, IP licences, and renewal or transfer provisions tailored to your business model.
- Disclosure documentation: We prepare legal disclosure letters for prospective franchisees.
- System protection: We review franchise manuals for legal compliance (without drafting the operational content) and advise on territory frameworks, brand usage rules, and training obligations.

- Network management: We draft template documents for renewals, transfers, and exits, ensuring that your franchise system remains consistent and enforceable.

4.1. Please take note of the services that we do not offer:

- We do not write or design your operations manuals; our review is limited to legal compliance.
- We do not advise on competition or merger filings, investment structuring, or international franchise law. For these, we recommend consulting specialist advisers.

5. COMPLIANCE AND REGULATORY SERVICES

Our solicitors help you navigate the laws and regulations relevant to your industry, protecting your business from non-compliance risks. These services include:

- Policy and procedure drafting: We draft or review policies and procedures to ensure your business complies with relevant regulations. This includes health and safety policies, privacy notices, employee handbooks, and cybersecurity policies designed to safeguard your data and reduce risk.
- Employment law: We help you comply with statutory requirements relating to employee rights, contracts, and workplace policies.
- Data and privacy protection: We guide you through compliance with data protection laws, including the Data Protection Act 2018 and UK GDPR (as amended by applicable UK data protection regulations and ICO guidance).
- Data breach response guidance: If you experience a data breach, we provide immediate advice on the steps to take so you can respond quickly and minimise impact. While we do not manage incidents directly, we give you the essential legal guidance to support your team's response.
- Regulatory inquiry advisory: If your business is facing a regulatory inquiry or audit, we provide advice to help you prepare effective responses and understand your obligations, ensuring you are in the best possible position.

5.1. Please take note of the services that we do not offer:

- Licensing applications: We do not handle full licensing applications or submissions. Our role is to provide advice and guidance on regulatory requirements.
- Health and safety inspections: While we assist with drafting health and safety policies, we do not conduct on-site risk assessments or audits.
- Representation in regulatory enforcement actions: We do not provide in-house representation during enforcement actions by regulatory bodies, such as investigations or hearings. Instead, we prepare documentation, provide strategic advice, and liaise with external specialists as needed.
- Compliance outside the UK: Our services are limited to UK regulations. For compliance in other jurisdictions, it is recommended that you consult with local experts.

6. INTELLECTUAL PROPERTY AND TRADE MARK PROTECTION

Our solicitors help safeguard what makes your business unique, whether it is your brand, creations, or innovations. We ensure that your intellectual assets remain protected and exclusively yours. These services include:

- Trade mark application and registration: Your subscription includes one trade mark application and registration in one class (annual plans only). If the application is opposed, we will attempt to resolve it with the opposing party. You may request unlimited additional applications. We will not charge you for our time, but you will be invoiced for the relevant UK government filing fees.
- Trade mark searches: We conduct trade mark searches through the UK Intellectual Property Office (IPO) and the World Intellectual Property Organisation (WIPO) databases to confirm availability and reduce the risk of infringement.
- Copyright protection: We provide clear guidance to help protect your original works, including written content, designs, software, and other creative outputs. We advise on whether your work qualifies for copyright protection, best practices for proving ownership, and how to address unauthorised use. We can draft cease-and-desist letters, support settlement discussions, and provide strategies to reduce future risk.

6.1. Please take note of the services that we do not offer:

- Trade mark opposition proceedings: We do not provide representation at hearings for trade mark opposition proceedings. We can, however, guide you through preparation and connect you with trusted professionals to represent you.
- Patent applications: We do not provide services related to patent drafting or applications. For these, we recommend consulting a qualified patent lawyer.
- International IP protection: Our services focus on intellectual property protection within the UK. For international IP protection, we recommend engaging specialists in the relevant jurisdictions.

7. COMPREHENSIVE CONTRACT SERVICES

Our solicitors draft and review commercial contracts that are commercially significant to your business. We focus on agreements valued at over £500, ensuring our expertise adds real value and supports strong business relationships. The contracts we cover include:

- Sales contracts
- Service agreements
- Employment contracts
- Non-disclosure agreements (NDAs)
- Lease agreements (in line with our commercial lease services below)
- Supplier and vendor agreements
- Customised terms and conditions for websites and e-commerce
- Data privacy and protection contracts
- Franchise agreements

We also provide secure contract storage through our Client Hub. This gives you quick access to your essential agreements, keeps them safe and confidential, and helps you manage renewals and obligations with confidence. Contract storage is for your convenience only and does not create a trust or escrow arrangement.

7.1. Please take note of the services that we do not offer:

- International contract law: We do not draft or review contracts governed by non-UK law or cross-border agreements. Where these are needed, we can refer you to a specialist firm.
- Tax structuring and financial auditing: We do not provide advice on tax structuring, tax-related clauses, or financial auditing of contracts. This includes verifying the financial standing of parties or conducting due diligence on financial terms. For these, you should consult a qualified tax or financial professional.
- Contracts between third parties: We do not draft or advise on contracts where your business is not a party. However, we can advise where your business has a material interest or is likely to be affected.
- Lease management services: We do not manage lease administration, including rent payments, landlord communications, or property maintenance. For these matters, you should appoint a property management company.

8. EMPLOYMENT LAW SERVICES

Our solicitors provide employment law support to help you comply with your legal obligations as an employer, protect your business, and foster a fair workplace. These services include:

- Employment contracts: We draft tailored employment contracts that set clear expectations and minimise future disputes.
- Redundancy procedures: We advise on legally compliant redundancy processes, including fair selection criteria and consultation requirements.
- Post-termination restrictions: We draft and review non-compete clauses and restrictive covenants to protect your business against unfair competition.
- Workplace disputes: We support you in resolving internal workplace disputes and, where appropriate, prepare settlement agreements to avoid escalation. Please note that employees must receive independent legal advice for a settlement agreement to be legally binding.
- Disciplinary proceedings: We advise on conducting internal investigations, drafting warnings and notices, and preparing for disciplinary hearings.
- HR policies: We draft core workplace policies to ensure your business complies with employment law. These include: § Disciplinary and grievance policies § Equal opportunities policy § Sickness and absence policy § Flexible working policy § Health and safety policy § Anti-harassment and bullying policy § Maternity, paternity, and parental leave policy § Whistleblowing policy

8.1. Please take note of the services that we do not offer:

- Employment tribunal or court representation: We do not represent you in employment tribunals or court cases. Our focus is on resolving disputes early through proactive advice and negotiation.
- Immigration and international employment law: Our services are limited to UK employment law. We do not advise on immigration compliance, visa sponsorship, or overseas employment law.

- Payroll, tax, and pension services: We do not provide payroll management, tax compliance, or pension scheme administration. However, we can advise on the contractual aspects of employment benefits.
- Health and safety inspections: While we draft health and safety policies, we do not conduct on-site risk assessments or audits.

9. COMMERCIAL LEASE SERVICES

Our solicitors provide legal support to help you understand and manage the risks in your business lease arrangements. We focus on protecting your interests, ensuring compliance with your obligations, and helping you avoid unexpected costs when leasing commercial premises. These services include:

- Short leases (up to three years): We can draft, negotiate and advise on leases of three years or less, provided they meet the statutory definition of a "short lease".
- Assignments, subletting, and lease variations: We advise on the implications of assigning a lease, granting a sublease, or varying lease terms. We provide advice but do not draft, negotiate or amend the documents.
- Break clauses, renewals, and exit strategies: We guide you through exercising a break clause, exploring lease renewals, and planning exit strategies, so you understand your rights and obligations and can minimise costs when a lease comes to an end. We do not draft, negotiate or amend documents.
- Registration guidance: For leases that require registration at the Land Registry (generally those of more than seven years), we explain the registration process, outline the steps you need to take, and provide checklists to help you prepare. We cannot complete the registration on your behalf, but we will support you in coordinating with a regulated conveyancer where required.

9.1. Please take note of the services that we do not offer:

- Longer leases (more than three years): We do not draft, negotiate, or amend longer leases. We can only provide high-level guidance to help you understand key obligations and risks before instructing a regulated conveyancer or solicitor.
- Reserved instrument activities: We cannot prepare leases of more than three years or register leases at the Land Registry. These activities must be carried out by an authorised conveyancer or regulated law firm.
- Complete lease negotiations: We do not conduct ongoing negotiations on your behalf for the entire lease process. Our role is to review and advise on key terms, highlight risks, and provide recommendations for your negotiation strategy.

10. BUSINESS DISPUTE RESOLUTION

Our solicitors help you resolve worthwhile disputes quickly and amicably through informal mediation and negotiation, preserving key relationships while avoiding costly legal action. We focus on matters where legal intervention is appropriate and proportionate, ensuring that your time and resources are used effectively. These services include:

- Pre-action dispute resolution: We help businesses resolve disputes that are commercially sensible to pursue. Our team negotiates directly with third parties at the pre-action stage to

find fair and practical solutions, reducing the need for lengthy and expensive legal proceedings. We assist with activities that occur before the issue of proceedings and which do not involve any contact with the court, including drafting pre-action letters, such as letters before action. Whether you are dealing with debt disputes, supplier or client conflicts, employment grievances, contract disagreements, or intellectual property claims, we provide straightforward advice and handle pre-action negotiations on your behalf. Our goal is to resolve these matters efficiently while preserving valuable business relationships.

- Settlement agreements: We draft and finalise settlement agreements that clearly record the terms of the resolution, ensuring enforceability and mutual satisfaction.

10.1. Please take note of the services that we do not offer:

- Conduct of litigation: We are not permitted to carry out reserved legal activities. This means we cannot draft or review official court documents, initiate, start, or defend court proceedings, advise on the handling of proceedings once they are in progress, serve or file court documents, provide assistance at court hearings, or allow our address to be used as an address for service.
- Partnership, shareholder or director disputes: As we represent the business as a whole, we cannot take sides in conflicts between partners, shareholders, or directors. However, we can provide an impartial legal opinion to guide the resolution process and assist with settlement agreements if required.
- International dispute resolution: Our services are limited to disputes within the UK. For cross-border matters, we recommend consulting with specialists in international dispute resolution.
- Arbitration services: Arbitration is a process where a neutral third party, known as the arbitrator, reviews the case and makes a binding decision. Under the Arbitration Act 1996, the arbitrator must remain impartial. At Lawyerlink, we represent your interests and advocate on your behalf, which means we cannot act as arbitrators or mediators. Instead, we prepare you thoroughly for arbitration or mediation and, where needed, connect you with trusted, experienced neutrals to conduct the process.

11. DEBT RECOVERY ASSISTANCE

Our solicitors provide dedicated legal support to help you recover unpaid debts that are commercially worthwhile to pursue. We focus on debts that exceed £500 and are supported by a signed legal agreement, ensuring our involvement is proportionate and adds value to your business. These services include:

- Debt recovery: We handle unpaid debts where legal intervention is appropriate, including consumer, commercial, and asset-based finance debts. Our role is not to act as an in-house agency for managing small debts or arrears but to focus on matters that benefit from solicitor involvement.
- Issuing formal payment requests: We prepare and issue professional letters prior to action, which clearly outline the payment owed and a deadline for resolution. These communications demonstrate seriousness and create a structured path towards recovery.

- **Negotiating debt resolutions:** We assist in negotiating fair and practical settlements, reviewing the circumstances of the debt, advising on your legal position, and facilitating discussions to agree on payment terms.
- **Escalated support:** If initial efforts are unsuccessful, we advise on the next steps, such as final settlement proposals or referral to external counsel. Where litigation becomes necessary, we coordinate introductions to trusted regulated firms.
- **Post-judgment assistance:** If a judgment is obtained, we guide you through enforcement options such as instructing enforcement officers, applying for charging orders, or other lawful methods to secure recovery.

11.1. Please take note of the services that we do not offer:

We do not provide debt restructuring services for businesses or individuals in financial distress, nor do we give insolvency advice before initiating debt recovery. As we are not financial advisors, we recommend consulting a licensed financial professional or insolvency practitioner for these matters.

C. Limitation of service

While we provide comprehensive legal support and have listed exclusions within each service area, we draw specific attention to the following limits for clarity.

- **Reserved legal activities:** These activities are regulated by law under the Legal Services Act 2007 and can only be carried out by an authorised law firm or conveyancer. We do not provide:
 - **Right of audience:** Representing clients in court.
 - **Conduct of litigation:** Managing legal proceedings on your behalf, including issuing or defending claims, filing or serving court documents, or providing assistance at hearings.
 - **Reserved instrument activities:** Preparing or completing legal documents that transfer or create a legal interest in land, such as deeds for leases of more than three years, or handling registration of leases with the Land Registry.
 - **Probate activities:** Administering the estate of a deceased person.
 - **Notarial services:** Certifying or authenticating documents for legal use abroad.
 - **Administration of oaths:** Formally swearing oaths or statutory declarations.
- **International legal services:** Our services are limited to matters under the laws of England and Wales. We do not provide legal advice or representation for matters arising under the law of other jurisdictions.
- **Unspecified services:** Your subscription covers only the services expressly set out in these Terms. Any service not mentioned is excluded from the scope of your subscription.

D. Fair use

Your subscription gives you access to legal support services, not unlimited business consultancy. The work we do under your plan must be legal in nature or have a clear legal rationale (for example, contracts, compliance policies, employment matters, or protecting your business rights).

Our services are not intended to replace day-to-day business operations, HR or finance functions, or the drafting of purely operational documents (such as staff handbooks, training manuals, marketing materials, or internal process guides), unless there is a legal requirement that underpins them.

To deliver the best service, we work on your matters sequentially rather than opening several at once. This ensures each matter receives dedicated attention, avoids confusion, and allows us to prioritise urgent issues when they arise.

If you are unsure whether a request falls within our service scope, we will let you know. Where appropriate, we may suggest alternative solutions, such as consulting your HR adviser, accountant, or another specialist professional. We may also share details of trusted third parties, although we do not guarantee or accept responsibility for their services.

E. Payments and renewals

1. Access to services

You are entitled to the Subscription Services described in Section B once you have accepted these Terms and paid your Subscription Fees.

2. Payment

Subscription Fees must be paid in advance by credit card, either monthly or annually, depending on your chosen Subscription Plan. Payments are securely processed by Stripe Payments UK Ltd (Company No. 08480771). By subscribing, you authorise Stripe to debit your account in line with your selected schedule.

For the Flex Plan, each paid month provides access for that monthly period only. If a payment fails or is not received, we may pause all active legal work until your account is brought up to date. Unused time does not roll over, and the Flex Plan is not based on hours (see Flex Plan Terms).

3. VAT

All prices exclude VAT. A tax invoice will be issued for each payment and can be accessed through your Client Hub.

4. Failed payments

Stripe collects your subscription fees each month. If a payment fails, you will receive an email notification, and Stripe will automatically retry the payment during that month.

A new invoice is issued each month under your subscription. Stripe will always attempt to collect the latest invoice when it becomes due, even if a previous invoice is still outstanding. If any earlier invoices remain unpaid, your account will be treated as overdue until all balances are cleared.

While your account is overdue, our solicitors will pause work on all matters. Your subscription will not be cancelled automatically, and you remain responsible for all invoices raised during your subscription term. Services will resume once your account is entirely up to date.

You can view your full billing history and settle outstanding invoices securely through your Client Hub.

5. Expiring cards

We will notify you one month before your payment card is due to expire so you can update your details and avoid disruption.

6. Renewals

Your Annual Plan Subscription Term renews automatically each year unless cancelled in line with these Terms. We will remind you seven days before renewal. The Flex Plan renews month-to-month and will continue to bill each month until cancelled in accordance with the Flex Plan Terms.

7. Fee increases

We may review your subscription fees annually on your sign-up anniversary and apply an increase at our discretion. Any adjustment will ordinarily take account of inflation, changes in costs, or enhancements to our services. For the Flex Plan, any increase will apply from the next monthly billing date, and we will notify you at least seven days in advance.

F. Termination

This section explains how your subscription may be brought to an end, either by you or by us, and what the consequences will be.

1. Termination by you

You may cancel your subscription during the 14-day cooling-off period described in our Cancellation & Refund Policy.

Outside the cancellation rights described in our policy, your subscription runs for a fixed annual term. If you wish to end your subscription at the close of that term, you must send a written request to support@lawyerlink.co. If you give notice before the end of the term, we will make sure your subscription does not automatically renew, but your subscription will remain active until the end of the current annual term.

If you are on the Flex Plan, you may cancel in accordance with the Flex Plan Terms.

2. Termination by us

We may terminate your subscription immediately if:

- you fail to complete or cooperate with required anti-money laundering (AML) or know-your-client (KYC) checks;
- you breach the Fair Use rules in Section D;
- you deliberately provide false, misleading, or incomplete information to us;
- you or your representatives act in an abusive, aggressive, or disrespectful manner towards our staff;
- continuing to act for you would create a legal, ethical, or regulatory conflict; or
- your business becomes insolvent or subject to administration or winding-up proceedings.

We may also suspend or terminate services if we are required to do so by law, regulation, or professional obligations.

3. Consequences of termination

3.1. Services stop

All Subscription Services will stop on the termination date.

3.2. Ongoing matters

If any matters are open at the time of termination, we will not proceed with any further work. It is your responsibility to instruct another adviser if required. We accept no liability for missed deadlines, filings, or other consequences after termination. However, where we are aware of an urgent deadline or hearing date, we will take reasonable steps to notify you before closing the matter.

We remain responsible only for the legal sufficiency of work completed by us up to the termination date. We are not responsible for how that work is used after termination, or for any failure to progress a matter beyond that date.

3.3. Files and documents

We will retain your files in line with our document retention policy. You may request copies of your files after termination, subject to payment of any outstanding invoices and reasonable administrative costs. If fees remain unpaid, we may retain your files and documents until your account is settled. This operates as a contractual lien.

3.4. Client Hub access

Your Client Hub will remain available for billing history and completed work for a reasonable period, but you will not be able to create new matters or book appointments. No new advice, updates, or correspondence will be provided after termination.

3.5. Fees and refunds

If we end your subscription for reasons not caused by you, we will refund any fees you have paid but not used.

If you choose to end your subscription before the end of the Subscription Term (unless we have materially breached these Terms), you remain responsible for all invoices raised for that term. No refunds will be issued where termination results from your breach of these Terms, non-payment, failure to complete AML/KYC checks, misrepresentation, or misconduct.

3.6. Complaints

Termination does not affect your right to complain. You may raise concerns through our Complaints Policy. Because our solicitors are individually authorised and regulated by the Solicitors Regulation Authority (SRA), you may also be entitled to complain to the Legal Ombudsman about their service. Details of how to do this are set out in our Complaints Policy.

G. Important acknowledgements

This section outlines the key responsibilities, regulatory requirements, and limitations that govern our relationship.

1. Authority and compliance

- **Authority:** You confirm you are over 18 and authorised to enter into these Terms on behalf of the Business Entity you represent.
- **Compliance with law:** You confirm that no legal restrictions are preventing you from entering into these Terms.

2. Your obligations

- **Accuracy of information:** You must provide information that is true, complete, and not misleading.
- **Consents and licences:** You are responsible for obtaining any consents, licences, or permissions required for us to provide the Subscription Services and must supply documentation when requested.
- **No infringement:** You agree not to infringe third-party rights in your dealings with us.
- **Disclosure of proceedings:** You confirm you are not subject to criminal proceedings or serious regulatory enforcement and must notify us immediately if this changes.

3. Regulatory terms

- **Anti-money laundering:** We are required to verify your identity under Anti-Money Laundering (AML) regulations. We use trusted third parties for this process. If you fail to complete checks or provide requested information, we may suspend or terminate your subscription.
- **Document storage:** We retain client files for a minimum of six years after a matter closes, in line with the Limitation Act 1980 and good professional practice. Certain records may be retained longer where required by law or to meet regulatory or operational requirements.
- **Usage restrictions:** Documents we prepare are licensed for your business use only. You must not reuse, resell, copy, transmit, or distribute them commercially or to third parties without our prior written consent.
- **Copyright ownership:** Copyright in our documents remains ours. We grant you a licence to use them for your internal business needs under these Terms.
- **Third-party rights:** Nothing in these Terms gives enforceable rights to anyone other than the parties.

4. Regulatory status and insurance

- Lawyerly Ltd is not authorised as a firm by the Solicitors Regulation Authority (SRA).
- We are not required to hold, and do not hold, professional indemnity insurance that meets the SRA's minimum terms.
- You are not eligible to claim from the SRA Compensation Fund.
- Our solicitors are individually authorised and regulated by the SRA. You may complain about their service to the Legal Ombudsman (see our Complaints Policy).

5. Liability and risk management

- **Cap on liability:** Our total liability to you, however arising (whether in contract, tort, negligence, breach of statutory duty, or otherwise), is limited to the total Subscription Fees you have paid to us in the 12 months immediately before the claim arose.

- **Exclusions:** We are not liable for any indirect or consequential losses, including (without limitation) loss of profit, revenue, business, goodwill, opportunity, or data. We are not liable for losses arising from third parties (including payment processors, referral partners, or external counsel) or from your failure to provide accurate or complete information or instructions.
- **Non-excludable liability:** Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be excluded by law.
- **Reasonableness and acknowledgement:** Both parties acknowledge that this limitation reflects the nature of the services provided, the level of fees charged, and the fact that we are not required by law to hold professional indemnity insurance. You agree that the limitation is reasonable in those circumstances.
- **Mitigation:** If an issue arises that you have contributed to, or if it results from circumstances outside our reasonable control, any liability we may have will be adjusted fairly to reflect this.
- **Refusal of service:** We may refuse to provide services if we lack expertise, if a conflict arises, or if acting would be unlawful or unethical.

6. Privacy and data protection

We are committed to protecting personal information in line with the Data Protection Act 2018, UK GDPR, our Data Processing Agreement, and our Privacy Policy. You should review these documents and contact us if you have concerns.

We are registered with the Information Commissioner's Office (ICO) under reference ZB700123. Client data is stored in ISO 27001-certified UK/EU data centres with multi-factor authentication and encryption at rest.

7. User-generated content

- **Ownership:** Content you post or upload remains your property.
- **Licence to us:** By sharing it, you grant us a non-exclusive, royalty-free licence to use it for platform-related purposes.
- **Restrictions:** You confirm your content does not infringe others' rights or breach the law. We may remove unlawful, infringing, or inappropriate content.

8. Confidentiality

- **Safeguarding:** We will take all reasonable steps to protect your confidential information.
- **Disclosure:** We may share information with third parties where necessary for your matter, where required by law, or where you ask us to refer you. Information is not confidential once it becomes public.

9. Third-party services

- **Referrals:** On request, we may provide details of third-party specialists. You are free to accept or decline them.
- **Disclaimer:** We do not guarantee or accept responsibility for third-party services.
- **Commissions:** We may provide or receive commissions or benefits in connection with referrals.

10. Modification of Terms

We may revise these Terms or related policies from time to time. Material changes will be notified to you. Your continued use of the Subscription Services after changes take effect constitutes acceptance.

11. Severance

If any part of these Terms is found invalid, unlawful, or unenforceable, it will be severed or interpreted to preserve legality. The remainder of the Terms will continue in effect.

12. Entire agreement

These Terms, together with the Flex Plan Terms (where applicable) and the Policies referenced within, form the entire agreement between you and us for the provision of the Subscription Services. They replace all previous discussions, representations, or understandings between us relating to the same subject matter. You confirm that you have not relied on any statement or promise not expressly set out in these documents.

13. Assignment

We may assign, transfer, or subcontract any of our rights or obligations under these Terms, provided this does not reduce your rights or the level of service you receive. You may not assign or transfer your rights or obligations without our prior written consent.

14. Force majeure

We will not be liable for any delay or failure to perform our obligations under these Terms where that delay or failure results from events or circumstances beyond our reasonable control. These may include acts of God, war, terrorism, civil unrest, industrial action, power or internet outages, or changes in law or regulation. We will take reasonable steps to limit the effect of these events and resume performance as soon as possible.

15. Governing law and jurisdiction

The laws of England and Wales govern these Terms. Both parties agree to submit to the exclusive jurisdiction of the courts of England and Wales for any disputes arising out of or relating to these Terms.

Please note that these terms are accepted upon concluding your subscription payment by clicking the accept terms box during the sign-up journey. These terms are available at:
<https://lawyerlink.co/terms-of-service>