

Terms of Service

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This is an archived version of the Lawyerlink terms of service. It was published on 1 February 2025 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.

At Lawyerlink, we believe in keeping things honest and transparent. That's why we've clearly outlined our terms of service ("Terms") for you. Here's what you can expect from these Terms:

- **Key definitions:** To help you understand these Terms.
- **Scope of service:** Detailed explanations of the services we offer and important limitations.
- **Subscription management:** Information on how to manage your subscription and account.
- **Important notices:** Key information regarding the use of our services, including essential limitations and responsibilities you should be aware of.

By taking the time to go through these Terms, you'll have a clear understanding of what we offer and how we can support your business.

If you have any questions or need further clarification, please don't hesitate to get in touch. We're here to help! You can email us at support@lawyerlink.co with any queries. By clicking 'accept' during sign-up, you agree to these Terms, our privacy policy, complaints policy, cancellation and refund policy, cookie policy, and the data processing agreement.

1. Key definitions

- **Business Entity:** This is the business as registered and subscribed with us. A Business Entity could be a Sole Trader, Partnership, or Limited Company.
- **Business Owner:** This would be a sole trader, a partner in a partnership, or shareholder of a limited company who is over the age of 18.
- **Business Representative:** This is the person officially authorised to act on behalf of the Business Entity. This could be the owner, director, or any other executive or manager who has been given the authority to sign up for our services.
- **Client Hub:** Once you join us, you'll get access to our Client Hub. There, you can connect with our in-house solicitors whenever you need. You can make appointments, participate in your legal matters, manage your profile, and manage your payment through our secure payment partner, Stripe.
- **Lawyerlink:** That's us! This is the registered brand name of our legal subscription service. Officially, it's a product of Lawyerly.
- **Lawyerly:** That's the official name of our company—Lawyerly Ltd (company number 15697410). We make sure your legal subscription is serviced professionally. Just so you know, we're not a law firm and don't fall under the Solicitors Regulation Authority, we may employ Solicitors who

are registered by the Solicitors Regulation Authority. Please read our legal service statement for more information about this.

- **Solicitors:** A solicitor is a professionally qualified individual authorised to practise law by the Solicitors Regulation Authority. Solicitors are uniquely permitted by law to be employed directly by companies like ours, in addition to working within traditional law firms. They are responsible for providing legal advice, preparing legal documents, and representing clients, with their work governed by strict regulatory standards.
- **Stripe:** All your credit card payments are securely handled by Stripe Payments UK Ltd (company number 08480771) on our behalf.
- **Subscription Fees:** The fees for your subscription are based on the plan you chose, which is determined by your business's turnover. You can choose to pay your annual subscription either in monthly instalments or upfront for the full year. A 10% discount applies for annual payments.
- **Subscription Plans:** Our subscription plans are clearly set out on our website and are based on the plan you subscribed to, which is determined by the turnover of your business. We value honesty in our relationship, so if it seems like you've chosen the wrong fit on purpose, we will unfortunately cancel your subscription without a refund and stop providing the Subscription Services.
- **Subscription Services:** The services, as listed in the scope of service.
- **Subscription Sign-Up:** This is how you started your subscription, either online or through a meeting with one of our Sales Representatives or team members.
- **Subscription Term:** An annual subscription, commencing on the day you accept these Terms.
- **Us:** When we say "us," "we," or "our," we are referring to Lawyerlink and Lawyerly Ltd.
- **You:** When we refer to "you" or "your," we mean the Business Entity, Business Representative, or Business Owner registered with us.

2. Scope of service

We provide proactive and personalised legal specialty services tailored to meet the needs of small and medium-sized businesses in the UK. Below, you'll find a detailed overview of what's included in our Subscription Services, along with a clear list of what falls outside the scope of our offerings.

1. Legal advice and guidance

We provide clear, practical legal advice on all aspects of your business. From contracts and employment issues to data protection and regulatory compliance, our guidance ensures you're equipped to navigate challenges and make informed decisions.

2. Proactive legal planning

You can schedule regular sessions with our commercial 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 common risks your business may face and provide tailored advice on mitigating them effectively. Through detailed risk analysis, we identify vulnerabilities in areas such as contracts, regulatory

compliance, and employment obligations, offering practical solutions to minimise exposure. Our proactive approach ensures your business stays ahead of potential challenges, enabling you to operate confidently and focus on growth while maintaining strong legal safeguards.

3. Compliance and regulatory services

Our experienced regulatory and compliance 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 help draft or review policies and procedures that ensure your business adheres to relevant regulations. This includes health and safety policies, privacy notices, and employee handbooks, as well as drafting cyber security policies to safeguard your data and mitigate potential risks.
- **Employment law:** Helping you comply with statutory requirements related to employee rights, contracts, and workplace policies.
- **Data and privacy protection:** Guiding you through compliance with data protection laws, including the Data Protection Act and UK GDPR, to safeguard personal information and avoid regulatory fines.
- **Data breach response guidance:** In the event of a data breach, we offer immediate guidance on actions to take, ensuring you're equipped to respond promptly and minimise impact. While we don't handle incident management directly, we provide essential advice to support your team's response.
- **Licensing support:** Providing tailored guidance on licensing requirements specific to your industry, we help simplify the process of obtaining the permits and licences your business needs. While we cannot submit applications on your behalf, as this is often restricted to the applicant, we offer support to ensure your application is accurate, compliant, and ready for submission. This includes clarifying the steps and documentation required, assisting with the preparation and organisation of materials, and providing expert advice to help you meet industry and regulatory standards while avoiding common mistakes. Before submission, we conduct a thorough review of your application to identify any gaps or errors that could cause delays. We can also liaise with licensing authorities on your behalf to address questions or clarify requirements, ensuring a smooth and efficient process.
- **Regulatory inquiry advisory:** If your business faces regulatory inquiries or audits, we provide advisory support to help you prepare responses and understand your obligations, ensuring you present a well-informed position.

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 licensing advice and guide you through the 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 direct, in-house representation during enforcement actions initiated by regulatory bodies, such as investigations or hearings. Our role includes preparing documentation, offering strategic

advice, and liaising with the external team to protect your interests and ensure the process runs smoothly.

- Compliance outside the UK: Our services focus on UK regulations. For compliance needs in other jurisdictions, we recommend consulting with local experts.

4. Intellectual property and trade mark protection

Our intellectual property solicitors help safeguard what makes your business unique - whether it's your brand, creations, or innovations. We're here to ensure that your intellectual assets remain exclusively yours. These services include:

- Trade mark application and registration: We offer one trade mark application and registration in one class for your business as part of your subscription. If the application is opposed, we will attempt to resolve it with the opposing party.
- Trade mark searches: We conduct trade mark searches through the UK Intellectual Property Office (IPO) and the World Intellectual Property Organisation (WIPO) databases to ensure your brand name or logo is available, reducing the risk of infringement and increasing the chances of successful registration.
- Copyright protection: We provide comprehensive guidance to help you protect your original works, including written content, designs, software, and other creative outputs. Our service ensures you understand your rights under copyright law and how to enforce them. We assist in identifying whether your work qualifies for copyright protection, advising on best practices for demonstrating ownership, such as proper documentation and registration where applicable. Additionally, we guide you in addressing unauthorised use, including drafting cease-and-desist letters, negotiating settlements, and offering strategies to prevent future infringements. Our goal is to help you safeguard your intellectual property while minimising risks to your business.
- Monitoring and awareness support: We provide you with best practices for monitoring your intellectual property, helping you set up alerts for potential trademark or copyright infringement, enabling you to proactively identify issues before they escalate.

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

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

5. Business dispute resolution

Our commercial dispute solicitors help you resolve conflicts quickly and amicably through mediation and negotiation, preserving key relationships while avoiding costly legal action. These services include:

- **Comprehensive pre-action dispute resolution:** We provide a full range of services to help businesses resolve disputes effectively and protect their interests. Our team specialises in negotiating directly with third parties at the pre-action stage to find fair and practical solutions, reducing the need for lengthy and costly legal proceedings. We assist with activities that occur prior to the issue of proceedings and which do not involve any contact with the court, including drafting pre-action letters, e.g. letters before action. Whether you're dealing with debt disputes, conflicts with suppliers or clients over late deliveries or payments, employment grievances or contract disagreements, or even intellectual property claims involving trademarks or copyrights, we're here to support you. By offering clear legal advice and handling pre-action negotiations on your behalf, we aim to resolve these matters amicably and efficiently while preserving important business relationships.
- **Settlement agreements:** We assist in drafting and finalising settlement agreements that clearly outline the terms of the resolution, ensuring enforceability and mutual satisfaction.
- **Litigation coordination and support services:** When initial pre-action negotiations fail to resolve the issue, we provide advice on the merits of starting proceedings and escalation support to guide you through the next steps. This includes strategic advice to prepare for potential formal legal action (e.g. claims process, cost considerations, how to serve documents, timelines, etc.) and assisting with the appointment of external legal counsel under our litigation coordination and support services.

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

- **Conduct of litigation:** We are not permitted to provide the following services:
 - drafting or reviewing any official court documents;
 - issuing, starting or defending court proceedings;
 - advising you on the handling of court proceedings once in progress;
 - serving or filing court documents;
 - giving assistance to you at court hearings; or
 - giving our address as an address for service.
- **Partnership or shareholder disputes:** As we represent the business as a whole, we cannot take sides in conflicts between partners or shareholders. However, we can provide an impartial legal opinion to guide the resolution process and assist with drafting settlement agreements if required.
- **International dispute resolution:** Our services are limited to disputes within the UK. For international matters, we recommend consulting with specialists in cross-border dispute resolution.
- **Arbitration services:** Arbitration is a process where a neutral third party, known as the arbitrator, reviews the case and makes a legally binding decision. Under rules like the Arbitration Act 1996 in the UK, the arbitrator must remain completely impartial. At Lawyerlink, our role is to represent your interests and advocate on your behalf, which means we cannot act as neutral arbitrators. Instead, we focus on preparing you thoroughly for arbitration and connecting you with trusted, experienced arbitrators to handle the process.

6. Debt recovery assistance

Our debt recovery solicitors provide dedicated legal support to help you collect unpaid debts. From early interventions to formal legal action, we provide timely resolutions that protect your business's cash flow and client relationships. These services includes:

- **Debt recovery:** We specialise in handling unpaid debts exceeding £1,000 that are supported by a signed legal agreement. Our services are designed for cases requiring legal intervention, including consumer, commercial, and asset-based finance debts, rather than acting as an in-house agency for managing small debts or arrears.
- **Issuing formal payment requests:** We prepare and issue professional letters before action, which clearly outline the payment owed and set a specific deadline (typically 7 days) to encourage resolution. These formal communications demonstrate your commitment to resolving the matter efficiently and professionally while providing a structured path forward.
- **Negotiating debt resolutions:** When disputes arise, we assist by acting as an intermediary to reach fair and amicable solutions. Our role includes reviewing the circumstances of the debt, advising on your legal position, and facilitating discussions to agree on payment terms or settlements. By addressing the matter through negotiation, we aim to save you time, reduce stress, and avoid costly legal action.
- **Escalated support:** If initial efforts are unsuccessful, we provide guidance on the next steps, including drafting final settlement proposals and preparing for potential legal escalation. For more complex cases, we assist in appointing trusted external legal counsel to ensure seamless representation.
- **Post-judgment assistance:** Should legal action result in a judgment, we guide you through the enforcement process, advising on options such as engaging bailiffs, applying for charging orders, or other methods to secure recovery of the owed amounts.

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

- **Debt restructuring and insolvency advice:** We do not offer debt restructuring services for businesses or individuals in financial distress, nor do we provide insolvency advice before initiating debt recovery efforts. As we are not financial advisors, we recommend consulting a licensed financial professional or insolvency practitioner for assistance with these matters.

7. Commercial lease services

We tailor your agreement to fit your business needs. Our commercial lease solicitors negotiate favourable terms, ensure compliance with legal obligations, and help you avoid unexpected costs when leasing a business premises. These services include:

- **Lease drafting, review, and negotiation:** We draft and review commercial lease agreements to fit your specific business needs, while negotiating key lease terms, such as rent reviews, break clauses, and renewal options, ensuring your interests are protected.
- **Assignments, subletting, and lease variations:** We provide advice on lease assignments, subletting options, and variations to lease terms. This ensures that any changes in tenancy or modifications to the lease are compliant and minimise risks for all parties involved.

- Break clauses, renewals, and exit strategies: We guide you through the exercise of break clauses, lease renewals, and the development of exit strategies. This helps you understand your rights and obligations, avoid unexpected costs, and ensure a smooth transition when the lease ends.

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

- Full lease negotiations: We do not provide ongoing negotiation services for the entire lease process. Our support is limited to advising on key terms and providing recommendations for negotiations.
- Lease management services: We do not manage lease-related activities such as rent payments, ongoing landlord communications, or maintenance coordination. For these services, a property management company is recommended.

8. Comprehensive contract services

Our commercial contract solicitors provide expert drafting and review services for a wide variety of business contracts, tailored to meet your specific needs. We focus on creating clear, enforceable terms that protect your interests and foster strong business relationships.

- Commercial contracts: We draft and review the following contracts:
 - Sales contracts
 - Service agreements
 - Employment contracts
 - Non-disclosure agreements (NDAs)
 - Lease agreements
 - Supplier and vendor agreements
 - Customised terms and conditions for websites and e-commerce
 - Data privacy and protection contracts
 - Franchise agreements
- Secure contract storage: Our Client Hub offers secure and organised storage for all your business contracts. This service ensures that your important agreements are easily accessible whenever you need them, while maintaining high levels of security and confidentiality. By centralising your contracts in one location, you can streamline your document management, monitor renewal dates, and stay on top of your legal obligations with ease.

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

- International contract law: Our services are focused on UK-based contracts. We do not draft or review contracts governed by international law or cross-border agreements. However, we can refer you to experts specialising in this area if needed.
- Tax structuring and financial auditing of contracts: We do not provide advice on tax structuring, tax-related clauses, or financial auditing services for contracts. This includes verifying the financial standing of parties or conducting due diligence on financial terms. As we are not financial advisors, we recommend consulting a qualified tax or financial professional for these matters.

- Contracts between third parties: We do not draft or provide advice on contracts where the Business Entity (the business using this service) is not a party. However, we can offer advice on contracts where the Business Entity has a material interest or stands to be significantly affected.

9. Employment law services

- Employment contracts: We create tailored employment contracts that set clear expectations and minimise future disputes.
- Redundancy procedures: We provide guidance on legally compliant redundancy processes, ensuring fair employee selection and thorough consultations.
- Post-termination restrictions: We draft and review non-compete clauses and restrictive covenants to protect your business from unfair competition.
- Employment dispute resolution: We provide professional advice on resolving workplace disputes through virtual sessions with relevant third parties (e.g., employees, labour brokers, unions) and draft settlement agreements to avoid litigation.
- Disciplinary proceedings: Legal guidance on conducting internal investigations, drafting warnings and notices, and preparing for disciplinary hearings.
- Drafting HR policies: We draft key HR policies to ensure your business complies with employment law and fosters a fair and inclusive workplace. We draft the following policies:
 - 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

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

- Employment tribunal and court representation: We do not provide representation in employment tribunals or court cases. Our focus is on resolving disputes proactively through dialogue and negotiation with employees to address issues early and minimise the risk of escalation to formal proceedings.
- International and immigration employment law: Our services are limited to UK employment law. We do not provide advice on international employment law, cross-border employment disputes, or immigration-related matters such as visa sponsorship or compliance with immigration laws in employment contexts.
- Tax, payroll, and pension services: We do not provide payroll management, taxation services related to employment, or the setup and management of employee pension schemes. However, we can advise on contractual disputes involving tax or payroll issues and provide general guidance on employment benefits.

- Health and safety risk assessments: While we assist with drafting health and safety policies, we do not conduct on-site risk assessments or audits.

10. Litigation coordination and support services

We connect you with trusted, regulated law firms authorised to handle your litigation cases, ensuring you have expert representation, including in court proceedings. Throughout the process, we work closely with your appointed legal team, providing support to keep everything seamless and stress-free. From helping you understand your options to preparing key documents and coordinating with your legal representatives, we ensure you're fully informed, prepared, and supported at every stage of your litigation journey. We also assist in negotiating legal costs with your appointed law firm, ensuring you receive transparent and fair terms for their services. The goal is to help you manage costs effectively while maintaining high-quality representation for your case.

Please take note that we do not offer litigation and court representation

Lawyerlink does not provide reserved legal activities as defined under the Legal Services Act 2007 and described below. This means we do not conduct litigation, represent clients in court, or prepare certain legal documents related to land transfers (conveyancing) or probate. Instead, we function as an extension of your business, acting like an in-house legal team. Our focus is on providing proactive legal services, including contract drafting, legal guidance, and practical support, tailored to help small and medium-sized businesses meet their legal obligations with confidence.

3. Limitations of service

While we provide comprehensive legal support and have outlined excluded services above, we want to draw specific attention to these key exclusions for clarity:

- Reserved legal activities: These are regulated by law and can only be performed by regulated law firms:
 - Right of audience: Representing clients in court.
 - Conduct of litigation: Managing legal proceedings on behalf of clients.
 - Reserved instrument activities: Preparing legal documents for property transactions.
 - Probate activities: Administering a deceased person's estate.
 - Notarial services: Certifying and authenticating documents for legal use abroad.
 - Administration of oaths: Formally swearing oaths or declarations.
- International legal services: Our services are exclusively focused on legal matters within England and Wales. We do not provide legal advice or representation for matters related to other international jurisdictions.
- Unspecified services: Your subscription will be limited to the services expressly mentioned herein and will not include any other services.

4. Termination and fair use

We want to provide you with the best possible service. To make sure we can do that, we ask that you use our services reasonably.

1. Fair use guidelines

Your use of the Subscription Services should be in line with the subscription's purpose. Excessive or unreasonable requests, like frequently asking for services outside the subscription scope, could result in termination.

2. Service exclusivity

The Subscription Services are exclusively for the Business Entity that signed up for them. Subscriptions may not be shared or used by any other business, including affiliates or third parties.

3. Annual turnover and subscription compliance

To ensure fairness, your subscription must align with your business's annual turnover. If we discover that your turnover differs from the subscription tier you selected, we reserve the right to adjust your Subscription Fees to reflect the correct tier or cancel the subscription entirely. To verify compliance, we may request your financial statements. Any adjustments or changes will be communicated to you, and we will work with you to find an appropriate resolution.

4. Termination of services

If we find that your usage exceeds fair use or violates the exclusivity of your subscription, we may need to review and potentially terminate your subscription. We also reserve the right to end the Subscription Services if there's any legal action against us or any disrespectful behaviour towards our staff. Before taking any action, we will reach out to discuss the situation and seek a resolution together. If your subscription is terminated for any reason, all services, including any ongoing work, will cease on the termination date.

5. How our subscription works

1. Your subscription

- **Subscription Services:** You are entitled to all our Subscription Services, as listed in the scope of service above once you have accepted these Terms and you have paid your Subscription Fee.
- **Subscription Term:** Your subscription runs on an annual basis, so when you subscribe, you commit to a yearly contract. This means you are responsible for paying the full year's fees, whether you choose to pay monthly or annually.
- **Automatic renewal:** Your subscription and these Terms will automatically renew by charging your chosen payment method until you cancel.
- **Tailor your plan:** You can change your Subscription Plan as your business grows or scales down. When you do this, your billing date will update to the day you made the change. This will then become your new billing date, and the date of your plan change. To change your plan, send an email to support@lawyerlink.co to help you with the process.

2. Subscription payments

- **How you pay:** You pay your Subscription Fees in advance by credit card, annually or monthly. We will need to ask for your credit card details at times to process your Subscription Fees or manage your account.

- **Credit card payments:** Your credit card payments are processed by Stripe Payments UK Ltd (company number 08480771) on our behalf. You're authorising Stripe to debit your account as needed, based on your chosen subscription.
- **Fee increases:** We have a small fee increase each year on your sign-up anniversary, based on the UK's annual inflation rate. Such increase will be communicated to you before your subscription comes up for renewal.
- **VAT details:** Prices exclude VAT, but we'll provide a tax invoice for each payment. You can access these via the Client Hub.
- **Renewals:** We'll remind you 7 days before your subscription renews, so you can make sure everything's in order and decided whether you would like to opt-out or continue our partnership.
- **Expiring card alerts:** We'll also let you know a month ahead if your payment card is about to expire, helping you avoid any interruptions.
- **If your payment fails:** You'll have 14 days to clear any due payments. During this time, you can still manage your profile and billing, but please note:
 - You won't be able to make new appointments with your solicitor or any support staff.
 - You can't create new legal matters on the Client Hub.
 - Work on current matters will be paused until payment is received
- **Retrying payment:** If a payment doesn't go through, we'll try again 1 day, 3 days, and 7 days after your billing date.
- **Cancellation:** If payments aren't made within the 14-day grace period, unfortunately, we'll have to cancel your subscription.

3. Subscription cancellation

- **Cancellation:** If you decide that Lawyerlink isn't right for you, you can cancel your subscription by sending a cancellation request to support@lawyerlink.co. Your subscription will stay active until the end of your annual billing period, so you can continue to use the Subscription Services until then. You can read our cancellation and refund policy for more information.
- **Changing your mind:** If you change your mind about cancelling, you can restore your subscriptions at any time before your billing cycle ends, and this won't change your billing date. Simply email us on support@lawyerlink.co.
- **Access post-cancellation:** Even after cancellation, you'll still be able to log in and view a history of your cases. However, you won't be able to create new cases or make new appointments, and we will close all active cases and cancel any future appointments.
- **Extenuating circumstances:** Life happens, and we understand that. If you find yourself in unforeseen circumstances or if you or your business is facing undue financial hardship, let us know by emailing support@lawyerlink.co with details of your situation. We'll consider your situation and may offer options outlined in our cancellation and refund policy.
- **Refunds if we end things:** If for some reason we have to terminate these Terms and it's not because of any fault of yours, such as non-payment or breach, we'll make sure you get back what you've paid for but haven't used.

- Addressing material breaches: If you ever feel the need to terminate these Terms because we've materially breached them, please follow the procedure outlined in our cancellation and refund policy. If we find that we're at fault, you may end your subscription and you will be eligible a refund from the date the breach occurred.

6. Subscription or service complaints

We are committed to providing premier legal services and treating all our clients fairly. However, we understand that sometimes things might not go as planned. If you're ever unhappy with our services, we encourage you to let us know as soon as possible so we can make things right. Please refer to our complaints policy to understand how to log a complaint. Complaints may be emailed to us at support@lawyerlink.co.

7. Important acknowledgements

1. Authority and compliance

- Authority: You confirm that you over 18 years of age and are duly authorised to engage us and instruct on behalf of the Business Entity you represent.
- Compliance with laws: You confirm there are no legal restrictions preventing you from agreeing to these Terms.

2. Your obligations

- Accuracy of information: You agree to provide us with information that is true, correct, and complete.
- Necessary consents: You are responsible for obtaining any necessary consents, licenses, and permissions required for us to provide legal services, at your cost, and must provide us with the necessary documentation.
- No infringement: You agree not to infringe on any third-party rights in your dealings with us.
- Disclosure of legal proceedings: You confirm you are not the subject of any criminal proceedings, and you must immediately notify us in writing if this changes.

3. Regulatory terms and conditions

- Money laundering: To comply with Anti Money Laundering regulations, we may need to verify your identity after you accept these Terms, which we would do using an appointed third party.
- Document retention: We will retain your documents for six years as per the Limitation Act of 1980, or as otherwise required by law.
- Document storage: We store your files and confidential information securely on cloud-based platforms accessible via our Client Hub.
- Usage restrictions: You are not permitted to reuse, resell, copy, transmit, or distribute the documents for commercial purposes or to third parties without our prior written consent.
- Copyright ownership: Copyright of our documents belongs to us. We grant you a license to use these documents for your personal or business use as specified in these Terms.

- Third party rights: Nothing in these Terms grants or is intended to grant any enforceable rights to any third parties not party to these Terms.

4. Regulatory status & insurance

- We are not authorised by the Solicitors Regulation Authority (SRA).
- We are therefore not required to hold, and do not hold, professional-indemnity insurance that meets the SRA's Minimum Terms and Conditions.
- You will not be eligible for a grant from the SRA Compensation Fund.
- Our individual solicitors remain personally regulated by the SRA and you may complain about their service to the Legal Ombudsman (see our Complaints Policy).

5. Liability and risk management

- Liability: Our total liability to you (howsoever arising) is limited to £100,000, except where the law prohibits such a limit.
- Consequential loss: Neither party will be liable for any consequential loss, which includes indirect losses such as loss of profit, revenue, business, goodwill, opportunity, or data, whether under statute, contract, equity, tort (including negligence), indemnity, or otherwise.
- Mitigation and control: If one party is partly responsible for a problem or if something beyond the liable party's control causes the issue, the liability will be reduced accordingly.
- Refusal of service: We may refuse to provide services if we lack the necessary expertise or jurisdictional qualifications, if there is a potential legal or commercial conflict, or if we cannot assist you professionally, ethically, or lawfully.

5. Privacy and data protection

We are committed to protecting your personal information in line with our legal obligations, including the Data Processing Act, UK General Data Protection Regulation (GDPR), our data processing agreement and our privacy policy. You agree to familiarise yourself with these documents and inform us if you have any objections to how we intend to process your data.

6. User generated content

- Ownership and license: Content you post or upload remains your property. By sharing it, you grant us a non-exclusive, royalty-free license to use, display, and distribute it for platform-related purposes.
- Permissions and restrictions: You confirm that your content does not infringe any rights, including intellectual property. Inappropriate, unlawful, or infringing content is prohibited.
- Content removal: We may remove content that violates these terms or applicable laws.

7. Confidentiality

- Safeguarding your information: We commit to protecting your confidential information by taking all reasonable steps necessary.
- Disclosure to third parties: We may share your information with third parties only when necessary for the proper conduct of your matter, when permitted or required by law, when you opt to be referred to a specialist, when processing your payment or if the information has ceased to be confidential.

8. Third party services

- Referrals: Upon your request, we can provide contact details or refer you to third- party specialists. You are free to decline any third party service or referral.
- Disclaimer: We do not guarantee the quality or accuracy of advice or services provided by third parties and disclaim all responsibility for any loss, damage, cost, or expense incurred because of third-party services.
- Commissions and benefits: We may provide or receive commissions or benefits in connection with referrals of potential clients to or from referral partners.

9. Modification

- Modifications to the Terms of Service: We may revise these Terms from time to time. You can view the Terms at any time to stay informed about any updates.

10. Severance

- Unenforceable provisions: If any part of these Terms is found to be unenforceable, invalid, or unlawful, it will be either interpreted in a manner intended to preserve its legality or severed from these Terms if necessary. The remainder of these Terms will continue to be valid and enforceable.

11. Jurisdiction

- Legal framework: These Terms are governed by and construed in accordance with the laws of England and Wales.
- Jurisdiction: Each party irrevocably agrees to submit to the exclusive jurisdiction of the courts of England and Wales for any matters arising out of or relating to these Terms.

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