

Solomons Solicitors Key Points re. engagement

Data protection

Please see our data protection and privacy policy at www.solomonslaw.co.uk/privacypolicy1 or request a copy from us. It explains how and why we collect, store, use and share your personal data. It also explains your rights in relation to your personal data and how to contact us or supervisory authorities in the event you have a complaint. Please read it carefully.

Our use of your personal data is subject to your instructions, the EU General Data Protection Regulation (GDPR), other relevant UK and EU legislation and our professional duty of confidentiality.

Under data protection law, we can only use your personal data if we have a proper reason for doing so. Generally, we process your personal data:

- to comply with our legal and regulatory obligations
- for the performance of our contract with you or to take steps at your request before entering into a contract, or
- for our legitimate interests or those of a third party

Promotional communications

We may use your personal data to send you updates (by email, text, telephone or post) about legal developments that might be of interest to you and/or information about our services, including exclusive offers, promotions or new services. You have the right to opt out of receiving promotional communications at any time, by:

- contacting us by e.mail to: data@solomonslaw.co.uk
- using the 'unsubscribe' link in emails or 'STOP' number in texts

Prevention of money laundering

We must comply with the law and professional rules about money laundering; our Terms of Business contains information on our money laundering procedure. To simplify the process, we utilise the services of a reputable reference company, who carry out relevant identity checks on our behalf. If **not** already provided, **please supply** details of your full name, address and date of birth which are required to carry out a full search.

We are required by law to get satisfactory evidence of the identity of our clients and sometimes people related to them. This is because solicitors who deal with money and property on behalf of their clients can be used by criminals wanting to launder money.

To comply with the law, we need to get evidence of your identity as soon as possible. This involves utilising the services of a reputable reference company who carry out relevant identity checks on our behalf. To assist with the process, and if not already supplied, can you please provide the following:

- Photographic evidence of your identity ie. a passport, driving licence or bus pass.
- Evidence of your residence ie. a bank or tax statement or a utility bill not more than 3 months old.

If you cannot provide us with the specific identification requested, please contact us as soon as possible to discuss other ways to verify your identity.

Complaints

We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, please contact me in the first instance. If the matter cannot be resolved to your satisfaction, please contact my firm's Practice Director on 01202 802807 or by email to practice@solomonslaw.co.uk or by post to our office address. We have a written procedure that sets out how we handle complaints. Please contact us to obtain a copy.

You may have a right to complain to the Legal Ombudsman. The time frame for doing so and full details of how to contact the Legal Ombudsman are in our Terms of Business.

Limit on liability

Our maximum aggregate liability to you in this matter will be £3,000,000.00 including interest *and costs*.

If you wish to discuss a variation of this limit, please contact the person dealing with your matter. Agreeing a higher limit on our liability may result in us seeking an increase in our charges for handling your matter.

Please see our Terms of Business for an explanation of other limits on our liability to you.