



Website Terms of Service & Legal Disclaimer

These Terms of Service ("Terms") govern your use of the website operated by Legal Assistant Limited (trading as Your Legal Assistant UK), accessible at www.yourlegalassistant.co.uk, and any introductory services provided by us.

By using our website, submitting an enquiry, or communicating with us, you confirm that you accept these Terms in full. If you do not agree with any part of these Terms, you must not use our website or services.

1. Corporate Identity & Regulatory Status (Strict Notice)

Operating Entity:

This website is owned and operated by Legal Assistant Limited (Company No. 13470636), registered in England and Wales, with its registered office at 9 St Andrews Road, London, E13 8QD.

Not an SRA-Regulated Law Firm:

Legal Assistant Limited is a commercial legal marketing and administrative intermediary. We are not a law firm. We are not authorized or regulated by the Solicitors Regulation Authority (SRA).

No Direct Legal Practice:

We do not conduct reserved legal activities (as defined by the Legal Services Act 2007) and do not provide legal advice, legal opinions, or case representation directly.

Director Status & Transparency:

Ibraheem Nasir is a qualified Solicitor in England and Wales and a statutory Director of Legal Assistant Limited. This service operates exclusively as an introductory and administrative platform. Your interaction with Legal Assistant Limited does not establish a solicitor-client relationship with Ibraheem Nasir or Legal Assistant Limited.

Nature & Limited Scope of Our Service

Introductory Triage Only:

Our service is strictly limited to receiving consumer enquiries and introducing prospective clients to independent panel law firms. Any initial dialogue conducted via phone, WhatsApp, email, or message with our team is purely administrative triage to determine which panel firm can best review your circumstances.

No Legal Advice:

No communications from Your Legal Assistant UK, its staff, or its directors constitute legal advice. You must not rely on any statements, materials, or general commentary on this website as legal advice.



Independent Retainer:

If you decide to proceed following an introduction, any formal legal advice, representation, or casework will be provided solely by the independent panel law firm under their own terms of engagement and client-care letter.

3. Panel Firms, Absence of Referral Fees & Costs

Regulated Panel:

We introduce clients to independent solicitor firms authorized and regulated by the Solicitors Regulation Authority (SRA), including **Adam Bernard Solicitors** and **Ashleigh Solicitors**, or other designated panel firms from time to time.

No Referral Fees:

In accordance with SRA Code of Conduct Rule 8.9 transparency standards, we confirm that we do not receive referral fees, commissions, or financial kickbacks from panel firms for introducing you.

Free Initial Assessment:

We charge you no fees for our introductory service. Any initial consultation offered by a panel firm is subject to that specific firm's initial consultation policy (such as a preliminary assessment or diagnostic call).

Direct Legal Fees:

If you formally retain a panel firm to conduct legal work beyond an initial diagnostic discussion, all fee agreements, hourly rates, fixed fees, or conditional fee arrangements are agreed directly with that firm. You will never pay legal fees to Legal Assistant Limited.

4. Exclusion of Liability & Professional Indemnity

No Liability for Legal Work:

We accept no liability (whether in contract, tort, negligence, statutory duty, or otherwise) for any legal advice, omissions, delays, representations, or casework carried out by any panel law firm introduced to you.

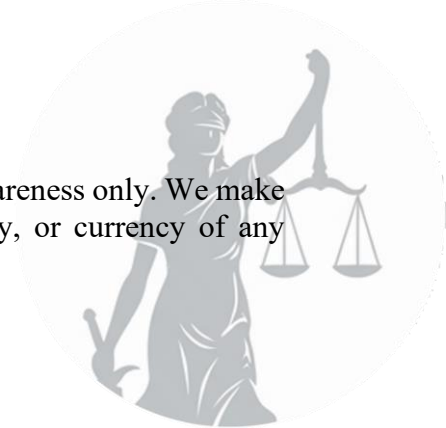
Panel Responsibility:

All panel law firms operate independently and carry their own mandatory SRA-approved Professional Indemnity Insurance (PII) to cover legal advice and negligence claims. Once your enquiry is transferred, the panel firm assumes full professional responsibility for their interactions with you.

Website Information:

YOUR LEGAL ASSISTANT

Website content is provided for general background and educational awareness only. We make no representations or warranties regarding the completeness, accuracy, or currency of any general legal commentary published on this site.



5. Client Complaints Handling

Complaints Regarding Our Introductory Service:

If you have an issue with our administrative matching service, email our management team at yourlegalassistantuk@gmail.com.

Complaints Regarding Legal Advice or Panel Solicitors:

Legal Assistant Limited has no legal authority to adjudicate professional negligence or poor service by panel solicitors. Any complaints regarding legal work must be raised directly using the panel firm's formal complaints handling procedure.

Legal Ombudsman:

If you exhaust a panel firm's internal complaints procedure without resolution, your statutory recourse lies with the Legal Ombudsman (and the SRA for professional misconduct), not Legal Assistant Limited.

6. Acceptable Use & User Responsibilities

Accurate Information:

You agree that any information, documentation, and contact details you provide to us through our web forms or communication channels are truthful, accurate, and not misleading.

No Emergency Service:

Our digital contact service is not an emergency legal response line. If you are subject to immediate statutory deadlines, ongoing court hearings, or arrest, you must contact emergency services or duty solicitors directly.

Intellectual Property:

All trademarks, visual designs, brand names, written guides, and audio-visual media on this website belong to Legal Assistant Limited and may not be reproduced without prior written permission.

7. Governing Law & Jurisdiction

These Terms, their subject matter, and any non-contractual disputes or claims arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.

Privacy Policy & Fair Processing Notice

This Privacy Policy explains how Legal Assistant Limited (trading as Your Legal Assistant UK) collects, uses, stores, and shares your personal data when you visit our website, use our services, or submit an enquiry.

We are committed to protecting your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are (Data Controller)

Legal Assistant Limited is the Data Controller responsible for your personal data.

- **Company Registration Number:** 13470636
- **Registered Office:** 9 St Andrews Road, London, E13 8QD
- **Information Commissioner's Office (ICO) Registration Number:** ZB203010
- **Data Protection Lead:** Mohammad Nasir
- **Contact Email:** yourlegalassistantuk@gmail.com

Important Regulatory Notice:

Legal Assistant Limited is a legal marketing and introduction service. We are not a law firm, we are not authorized or regulated by the Solicitors Regulation Authority (SRA), and we do not provide legal advice directly.

2. What Personal Data We Collect

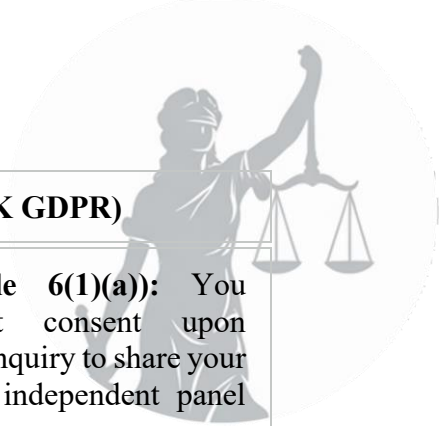
When you submit an enquiry through our website, communicate via WhatsApp, phone, or email, we may collect:

- **Identity & Contact Data:** Full name, telephone number, mobile number, email address, and home address.
- **Enquiry & Case Details:** Information provided in your message describing your legal issue or situation.
- **Special Category Data:** Depending on the nature of your enquiry (e.g., personal injury, medical negligence, family disputes, or employment claims), your message may contain health data, trade union membership, or other sensitive details. We treat this data with the highest level of confidentiality.
- **Technical & Usage Data:** IP address, browser type, operating system, and interactions with our website collected through necessary and analytical cookies.

3. Purpose and Legal Basis for Processing

We process your data under the following lawful bases pursuant to the UK GDPR:





Purpose	Category of Data	Lawful Basis (UK GDPR)
Connecting You with a Panel Law Firm	Name, contact details, enquiry summary	Consent (Article 6(1)(a)): You provide explicit consent upon submitting your enquiry to share your details with our independent panel solicitors.
Processing Special Category Data (if included in your case description)	Health details, sensitive case facts	Explicit Consent (Article 9(2)(a)): Given voluntarily when submitting specific legal case details.
Responding to Enquiries & Customer Support	Contact data, correspondence	Legitimate Interests (Article 6(1)(f)): Managing client communications and ensuring smooth operation of our introduction service.
Statutory Compliance & Legal Obligations	Corporate, accounting, and compliance records	Legal Obligation (Article 6(1)(c)): Complying with regulatory obligations, SRA introduction requirements, and statutory record-keeping.

4. How and With Whom We Share Your Data

We do not sell, rent, or trade your personal data to third parties for general marketing purposes.

To deliver our service, your details are shared strictly with our independent panel law firms:

- **Panel Solicitor Firms:** When you submit an enquiry, your contact information and case summary are transferred directly to one of our panel firms or an alternative designated panel firm, who will contact you to discuss your matter.
- **Independent Regulation:** All panel firms are independent bodies authorized and regulated by the Solicitors Regulation Authority (SRA). Once your details are received by a panel firm, they will act as an independent Data Controller regarding their direct legal relationship with you.
- **Panel Transparency & Financial Disclosure:** We introduce you to panel firms so you can receive an initial consultation. We do not receive referral fees from panel firms for this introduction, nor do you pay any additional fees to us.

YOUR LEGAL ASSISTANT

- **Service Providers:** Technical IT service providers, hosting platforms, and data management systems acting under strict Data Processing Agreements.

5. Cookies and Tracking Technologies

Our website uses cookies and similar caching technologies to improve user experience, monitor site performance, and ensure our site functions properly.

- **Essential Cookies:** Necessary for the technical operation of the website.
- **Analytics/Performance Cookies:** Used to evaluate site traffic and visitor trends.

Note: Cookies do not automatically harvest or store your private form submissions (such as names, addresses, or case details). Personal data is only collected when you actively type and submit it through our contact forms.

You can manage or disable cookies at any time via your browser settings.

6. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected:

- **Enquiry Records:** Contact details and enquiry submissions introduced to panel firms are retained for up to 12 months to handle follow-up queries, confirm introduction compliance, and maintain records under SRA transparency standards, after which they are securely deleted.
- **Technical Logs:** Server logs and basic website analytics are retained for up to 6 months.

7. Your Data Protection Rights

Under the UK GDPR and the Data Protection Act 2018, you have the following rights:

- **Right of Access:** Request a copy of the personal data we hold about you.
- **Right to Rectification:** Request correction of inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** Request deletion of your personal data where there is no ongoing lawful ground to hold it.
- **Right to Restrict Processing:** Request restriction of how we process your information.
- **Right to Withdraw Consent:** Where processing is based on consent, withdraw your consent at any time without affecting past lawful processing.
- **Right to Data Portability:** Request transfer of your data to another controller.

To exercise any of these rights, email our Data Protection Lead at yourlegalassistantuk@gmail.com with the subject line *"Data Subject Request"*.

8. Complaints & Regulatory Escalation

If you have concerns about how we handle your personal data, contact us directly so we can resolve the issue:



YOUR LEGAL ASSISTANT

- **Email:** yourlegalassistantuk@gmail.com
- **Postal Address:** Legal Assistant Limited, 9 St Andrews Road, London, E13 8QD

If you remain dissatisfied with our response, you have the right to lodge a complaint with the UK data protection regulator:

- **Information Commissioner's Office (ICO)**

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113 | Website: ico.org.uk

