



Your Legal Assistant UK

### **Your Legal Assistant UK - Terms and Conditions**

**All content on our website, associated web links, company name and logo belongs to Your Legal Assistant UK (Est 2021)**

Our content (including written, video, audio and visual) should not be shared or used by any party without explicit permission from Your Legal Assistant UK.

#### **Introduction**

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Your Legal Assistant UK's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term 'Your Legal Assistant UK' or 'us' or 'we' refers to the owner of the website. The term 'you' refers to the user or viewer of our website.

The information contained in this website is for general information purposes only. The information is provided by Your Legal Assistant UK and while we endeavor to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Through this website you are able to link to other websites which are not under the control of Your Legal Assistant UK. We have no control over the nature, content and availability of those

sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, Your Legal Assistant takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

### **About us**

Your Legal Assistant UK is a legal marketing company. We work with registered law firms who carry out your work. At no time do you pay us any fees and any fees you pay will be directly to your law firm.

No work or legal advice is provided by Your Legal Assistant because we are **not a law firm** and do not have any legal permission or authority to give or offer legal advice directly. We do not hold ourselves out as Solicitors and any reference to us on our website refers to our panel of Solicitors.

### **How do we work?**

When you contact us, the details you send are passed on to one of our expert panel Law firms. All our panel law firms are registered law firms in England and Wales (registered with the Law Society and Authorized and Regulated by the Solicitors Regulation Authority).

### **Am I paying more by going through Your Legal Assistant?**

No. We are not paid a referral fee and all monies you pay go directly to the law firm which carries out your work.

### **What if I am not satisfied?**

The Law firm you work with will have a dedicated complaints procedure which you can request a copy of at any time.

The first port of call when anything goes wrong is to follow the firms process.

Once you have exhausted this procedure, if you remain dissatisfied, you can escalate your complaint to the legal ombudsman.

### **Liability**

We accept no liability (except where statutory liability can not be waived) for any work or advice done or given on your behalf by the Law firm which acts for you. We pass on your details on to Law firms who assume all responsibility for the work and advice they give. These law firms will have mechanisms in place (including insurance) to handle any claims for negligence.

When our law firms take on your case, they accept all and any liability for their work and advice provided.

By using our service, you accept that YLA has no involvement with your legal matters and our only input is to provide you access to Law firms for business support services.

## **Data and privacy**

Your Legal Assistant UK values your privacy.

In the course of our work, we have to take your details and pass them on to law firms who will then contact you directly. By sending us an enquiry (via any method), you understand and give consent for your data to be collected and shared with third party law firms.

Our website uses cookies and other techniques to ensure your experience on our website is improved. This may include cache(s) of your web data being stored. This is done automatically and can be deleted by clearing the cache on your web browser. We have no direct access to this data.

## **GDPR and Data Protection Act 1998**

We comply with all relevant legislation regarding your data. The legal grounds on which we collect and process your data are:

Consent - By sending us an enquiry, which includes your name and contact details, you are providing explicit consent for your data to be used for the purpose of passing them on to a registered law firm to act for you. Your data will be used to send you details of our other services if you opt in.

At any time, you can withdraw your consent by writing to us and asking us to remove your data from our systems.

We are registered with the ICO to handle data Registration number: ZB203010.

Our data officer is Mohammad Nasir and you can reach them by email via [yourlegalassistantuk@gmail.co.uk](mailto:yourlegalassistantuk@gmail.co.uk).

We comply with all data and privacy requirements and will only ever pass your details to the law firms who work on your behalf. At no time is your data passed on to any other person or entity for any purpose.

If you have any privacy or data concerns, please email our Data Protection Officer via [yourlegalassistantuk@gmail.co.uk](mailto:yourlegalassistantuk@gmail.co.uk). Please put data and privacy in the subject bar.

## Agreement and understanding

By instructing YLA you confirm you have read and understood the above. A copy of our terms and conditions is available on our website and a copy will be sent to you via email.

These terms and conditions cover the following conduct:

1. The content of the pages of this website is for your general information and use only. It is subject to change without notice.
2. This website uses cookies to monitor browsing preferences. If you do allow cookies to be used, the following personal information may be stored by us for use by third parties (Solicitor firms and qualified practicing Solicitors only): We will send all information you voluntarily send us for the purposes of sending to a solicitor or solicitor firm to reply to your enquiry. Including, Name, email, phone number, mobile number, home address, and your message.
3. Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
4. Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
5. This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
6. All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
7. Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offence.
8. From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
9. Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## Terms and Conditions

### 1. Introduction

Welcome to [Company Name] ("we", "us", "our"). These Terms and Conditions ("Terms") govern your use of our website and services. By accessing or using our website and services, you agree to comply with and be bound by these Terms.

## 2. Services

We are a legal marketing company that collects user data and shares it with independent registered firms of solicitors ("Partner Solicitors") for the purpose of providing legal services to users.

## 3. User Consent

By providing your personal information through our website, you consent to the collection, use, and sharing of your data as described in these Terms and our Privacy Policy.

## 4. Data Collection and Use

We collect various types of information, including but not limited to, personal details, contact information, and case details. This information is used to:

- Assess your legal needs.
- Match you with appropriate Partner Solicitors.
- Facilitate communication between you and Partner Solicitors.

## 5. Data Sharing

We will share your data with Partner Solicitors under the following conditions:

- To provide you with legal services.
- To comply with legal obligations.
- With your explicit consent.

We ensure that Partner Solicitors adhere to data protection laws and use your data solely for the intended purpose.

## 6. User Responsibilities

You agree to provide accurate and complete information. You are responsible for maintaining the confidentiality of your account and for all activities that occur under your account.

## 7. No Legal Advice

Our services do not constitute legal advice. We act as an intermediary to connect you with Partner Solicitors. You should seek independent legal advice from a qualified professional.

## 8. Disclaimer of Warranties

Our website and services are provided "as is" without any warranties of any kind, whether express or implied. We do not guarantee the accuracy, completeness, or reliability of any information or content provided through our services.

## 9. Limitation of Liability

To the fullest extent permitted by law, we shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages arising out of or in connection with your use of our website and services.

## 10. Indemnification

You agree to indemnify, defend, and hold harmless Your Legal Assistant UK its affiliates, and their respective officers, directors, employees, and agents from any claims, liabilities, damages, and expenses (including reasonable solicitor fees) arising out of your use of our website and services, or your violation of these Terms.

## 11. Changes to Terms

We reserve the right to modify these Terms at any time. Any changes will be effective immediately upon posting on our website. Your continued use of our website and services constitutes your acceptance of the modified Terms.

## 12. Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising out of or relating to these Terms shall be resolved exclusively in the courts of England and Wales.