

## LEGAL NOTICES

### 1. COMPLAINTS

#### The Solicitors Regulation Authority

Trevor Fox Solicitors is authorised and regulated by The Solicitors Regulation Authority ([www.sra.org.uk](http://www.sra.org.uk)) – SRA Number 656673

The Solicitors Regulation Authority is also responsible for dealing with complaints against solicitors and the appropriate procedures in the event that something is found to have gone wrong.

TREVOR FOX SOLICITORS May 2019

#### Legal Ombudsman

Trevor Fox Solicitors is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact Trevor Fox by telephone, email or by post to the office. A procedure is in place which details how we handle complaints which is available on request from the person dealing with your case or from the office.

Trevor Fox Solicitors has eight weeks to consider your complaint. If it has not been resolved within this time you may complain to the Legal Ombudsman.

If you are not satisfied with the handling of your complaint you can ask the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from Trevor Fox Solicitors about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it).

## **Complaints procedure notice**

Trevor Fox Solicitors

Complaints Handling Policy

I am committed to providing a high-quality legal service to all our clients. When something goes wrong, you need you to tell me about it. This will help me to improve our standards.

If you have a complaint, please contact me with the details. I have eight weeks to consider your complaint. If I have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

I will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.

I will then investigate your complaint.

I will then invite you to a meeting to discuss and hopefully resolve your complaint. I will do this within 14 days of sending you the acknowledgement letter.

Within three days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you.

If you do not want a meeting or it is not possible, I will send you a detailed written reply to your complaint, including my suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact me again and I will review the decision.

I will write to you within 14 days of receiving your request for a review, confirming my final position on your complaint and explaining my reasons.

If you are still not satisfied, you can then contact the

Legal Ombudsman,  
PO Box 6806  
Wolverhampton  
WV1 9WJ

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).) within six months of receiving a final written response from me about your complaint or within a year of the act or omission about which you are complaining occurring (or you becoming aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

## 2. PRIVACY

The firm's data protection officer is Dr Trevor Fox. The firm's registration number with the ICO is ZA517734.

### **Introduction**

Trevor Fox Solicitors takes the protection of your personal data seriously.

This Privacy Notice sets out information about our privacy practices, your rights and how we use your personal data.

### **Legislation**

We are bound by the EU General Data Protection Regulation 2016/679 ("GDPR") and in the Notice, definitions are taken from the GDPR.

### **Controller**

The controller for the processing of personal data and Data Protection Officer is Trevor Fox of the above address.

### **Information Commissioner**

If you have a complaint about our personal data processing practices, you should first contact Trevor Fox. If you are not satisfied with our response, you have the right to complain to the

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: +44 (0) 303 123 1113

Email: [casework@rco.org.uk](mailto:casework@rco.org.uk)

Website: <https://ico.org.uk>

### **Processing your Data**

We do not collect information through our website.

We do process information about individuals as clients when we set up and administrate case files. Data may include your name, position, address, contact details and business details. We may also be required to view or take a copy of your passport or identity documents.

This privacy policy applies clients, witnesses, experts, counsel and other professionals involved in cases or assisting the firm's business.

You have the right to make a complaint at any time to the Information Commissioner's Office .

We may collect, use, store and transfer different kinds of personal data about you which could include your identity, contact details information gathered arising out of the case with which we are dealing including financial information and medical information.

We may need to collect personal data in order to act for you or your organisation. Information is typically obtained through interaction with you or professional third parties or from public sources.

We only use your personal data legally as necessary to handle your case or cases in which you are involved or to comply with legal or regulatory requirements and where it is necessary for our legitimate interests in providing services to you and your interests and fundamental rights do not override those interests.

Generally we do not rely on consent as a legal basis for processing your personal data other than in relation to sending marketing communications to you via email where you are not an existing or former client of the business and we do not have a record of your expression of interest in our legal updates, news or events. You have the right to withdraw consent to marketing at any time by contacting us.

### **Summary of purposes for which we may use your personal data.**

We may use identity, contact and case file information for registering and carrying out due diligence on clients for the purpose of complying with legal requirements and rendering legal services to you and invoicing files. Such information may be retained for at least 6 years.

We may use contact information provided by suppliers of services to our business or as professional suppliers of services on relation to cases or the purpose of providing legal services to our clients. We will retain such information for at least 6 years.

We do not use cookies or collect data through our website. Where we use data for marketing purposes it will only be for our own business Trevor Fox Solicitors and its related business Res Ipsa Mediation, which is a trading name of Trevor Fox. If you ask us not to send you marketing information, we will stop sending it.

We will not disclose your personal data to any third parties other than as necessary in the handling of your case or the case in which you are involved and then only legitimately; or where it may be a legal or regulatory requirement.

We may have to transfer your personal data outside the EU where data is stored on servers overseas or where the case involves an international element, in which case your data may be accessible by persons overseas.

We have data security procedures to minimise the risk of data accidentally being lost or transferred and to protect us and you against malicious third parties.

We will only retain your personal data for as long as necessary for the purposes for which we obtained it.

You have rights to request access to correction of processing of transfer to your personal data or to withdraw consent. No fee is required.

### **3. Trevor Fox Solicitors Fees and Disbursements and VAT**

Except in cases where Policy coverage has been declined or in cases of conflict, Insurers will be responsible for payment of Trevor Fox Solicitors' fees and disbursements incurred in the

investigation of the Incident and where necessary the defence of any third-party claim. In accordance with HM Customs & Excise requirements where the Insured is VAT registered the Insured will be responsible for payment of the recoverable VAT element of all fees and disbursements. Payment of the VAT is due within 28 days of the date of VAT invoice. VAT invoices are normally submitted on a monthly basis unless significant fees and disbursements have been incurred in which case invoices will be submitted more frequently