Website Privacy Notice

Data controller	Instalaw Limited, trading as Instalaw Solicitors
Company / SRA numbers	Company number 09867684 | SRA number 626838
Effective date	1 August 2026
Data protection contact	Robert Welsh, Data Protection Lead

This notice explains how Instalaw Limited collects, uses, shares and protects personal information when you use our website, contact us or instruct us to provide legal services.

It should be read together with any more specific privacy information provided to you during a matter, including information contained in our client-care documentation.

1. Who we are

Instalaw Limited, trading as Instalaw Solicitors, is the controller of personal information described in this notice unless we tell you otherwise. Our principal office is Office 15, Lymedale Business Centre, Hooters Hall Road, Newcastle-under-Lyme, Staffordshire, ST5 9QF.

You can contact us at info@instalaw.co.uk or by telephone on 01782 560155.

2. Personal information we collect

Depending on how you interact with us and the work we undertake, we may collect:

- identity and contact information, including names, dates of birth, addresses, telephone numbers, email addresses, prison numbers and other identifiers;
- information about your legal matter, instructions, correspondence, evidence, court or tribunal proceedings, prison and probation records and information received from third parties;
- financial information, including information needed for legal-aid eligibility, billing, payments, client-account transactions and prevention of financial crime;
- special-category information, such as health, disability, racial or ethnic origin, religious or philosophical beliefs, sexual orientation and trade-union membership, where relevant;
- criminal-offence information, including allegations, convictions, sentences, prison history, licence conditions and risk assessments;
- information about relatives, witnesses, opponents, professionals and other people connected with a matter;
- recruitment, employment and supplier information where you apply to work with us or provide services to us; and
- website and technical information, such as IP address, browser information, device information and cookie data.

3. How we obtain personal information

We obtain information directly from you and, where appropriate, from other sources, including:

- family members or authorised representatives;
- the Legal Aid Agency, courts, tribunals, the Parole Board, prisons, probation services and other public authorities;
- barristers, experts, medical professionals, other solicitors and parties involved in a matter;
- identity-verification, sanctions and fraud-prevention providers;
- our website, email and telephone systems; and
- publicly available sources where lawful and relevant.

4. Why we use personal information and our lawful bases

We use personal information only where we have a lawful basis. The principal purposes and bases are:

Purpose	Examples	Main lawful basis
Provide legal services	Opening and progressing files, advising, advocacy, correspondence and case management	Contract; legal obligation; legitimate interests
Meet legal and regulatory duties	SRA, Legal Aid Agency, accounts, AML, sanctions, conflicts, complaints and audit requirements	Legal obligation; public interest
Establish, exercise or defend legal claims	Using relevant information in litigation, tribunals, parole and related proceedings	Legal claims condition
Run and protect our business	IT security, quality control, training, supervision, insurance, accounting and business planning	Legitimate interests; legal obligation
Communicate and market appropriately	Responding to enquiries and sending optional marketing where permitted	Consent or legitimate interests, as applicable

Special-category and criminal-offence information. We process this information only where an additional legal condition applies, including where processing is necessary for legal claims, substantial public interest, employment obligations, safeguarding, or the provision of legal advice and services.

Consent. We do not generally rely on consent for processing that is necessary to provide legal services or meet legal and regulatory obligations. Where we do rely on consent, you may withdraw it at any time, but withdrawal does not affect earlier lawful processing.

5. Who we share personal information with

Where necessary and lawful, we may share information with:

- courts, tribunals, the Parole Board, the Legal Aid Agency, prisons, probation services, police and other public bodies;
- barristers, experts, interpreters, costs professionals, medical professionals and other legal-service providers;
- the SRA, Lexcel assessors, the Information Commissioner, auditors, insurers and professional advisers;
- banks, payment providers and fraud, identity, AML or sanctions-screening providers;
- IT, case-management, cloud, telephone, document-storage, archiving and secure-destruction suppliers; and
- other persons where you authorise us, or where disclosure is required or permitted by law.

We take account of our professional duties of confidentiality and legal professional privilege. We do not sell personal information.

6. International transfers

Some technology or professional-service providers may process information outside the United Kingdom. Where this occurs, we use an approved transfer mechanism or another lawful safeguard and take reasonable steps to protect the information. You may contact us for further information about relevant safeguards.

7. How long we keep information

We retain information only for as long as necessary for the purpose for which it was collected, including legal, regulatory, insurance, accounting and professional obligations. Client files are ordinarily retained for six years after the matter closes, but a longer or shorter period may apply depending on the type of matter, the client's circumstances, limitation periods, legal-aid requirements, safeguarding issues or another legal obligation. Our retention decisions are documented in our records-management arrangements.

8. Security

We use proportionate technical and organisational measures to protect personal information, including access controls, encryption where appropriate, secure cloud systems, staff training, incident-response procedures and supplier controls. No internet-based transmission or storage system can be guaranteed to be completely secure.

9. Your rights

Depending on the circumstances, you may have the right to:

- receive information about how we use your personal information;
- request access to your personal information;
- ask us to correct inaccurate or incomplete information;
- ask us to erase information in certain circumstances;
- ask us to restrict processing in certain circumstances;
- object to processing based on legitimate interests or direct marketing;
- receive certain information in a portable format; and
- complain about how we have handled your information.

These rights are not absolute. Legal professional privilege, duties owed to other clients, third-party rights, crime-prevention provisions and other statutory exemptions may affect what we can disclose or do. We may need to verify your identity and authority before acting on a request.

10. Automated decision-making

We do not make solely automated decisions about clients that produce legal or similarly significant effects. We may use automated tools to support administrative, security, identity-verification or compliance checks, but significant decisions are subject to human review.

11. Cookies and website information

Our website may use cookies and similar technologies to operate, secure and understand use of the site. Essential cookies may be used without consent where they are necessary for the website to function. Non-essential analytics or marketing cookies will be used only where permitted and, where required, after you have made a choice through the website's cookie controls. Further detail should be provided in the website cookie notice or cookie banner.

12. Complaints and contact

Please contact Robert Welsh, Data Protection Lead, at info@instalaw.co.uk, by telephone on 01782 560155, or at the postal address above.

We will investigate data-protection complaints without undue delay and will explain the outcome. You also have the right to complain to the Information Commissioner's Office. We encourage you to contact us first so that we have an opportunity to resolve the issue.

Information Commissioner's Office: www.ico.org.uk | Telephone: 0303 123 1113 | Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

13. Changes to this notice

We keep this notice under review and may update it where our services, systems or legal obligations change. The current version will be published on our website.

Last updated: 1 August 2026