

Privacy policy

Document history

Version 0.2 date added 23/3/18. Added data retention section

1 Who We Are

Under GDPR we have to say who the 'data controller' is for www.assistlaw.co.uk and services provided through our websites. The data controller is the organisation responsible for protecting information and, in our case, is Assist Law, unit 9 Morston Court, Aisecome Way, Weston Super Mare, BS22 8NG

2 Collection and use of personal information

We may collect the following information about you: Gender, Name, Mailing address and job occupation; contact information including email address and telephone number; date of birth, other demographic information, financial and credit card information. This information is required to understand your needs and provide you with a better service, and in particular, for the following reasons: internal record keeping; to improve our products and services; to periodically send you promotional e-mails about new products, special offers or other information which we think you may find interesting by using the email address that you have provided. If at any point, you decide that you would rather not hear from us, please let us know by emailing customer@assistlaw.co.uk

3 Processing of data

Assist Law collects personal data in the course of providing services to customers. Assist Law must satisfy at least one of the conditions in the Act for the processing of personal data and ensure that the processing is fair. If further processing beyond the purposes the data has been collected for then consent should be sought again, unless another condition or exemption in the Data Protection Act applies.

Consent should be obtained using an 'opt-in' by the data subject rather than an 'opt-out'. Assist Law will not assume consent has been given simply by the absence of an objection.

Under the Data Protection, Assist Law is not always required to seek the consent of data subjects when processing personal data, for example, when processing for legitimate business purposes, as part of the performance of a contract, when the information is already in the public domain, or required under law or any statutory requirement.

4 How long will we keep your data?

Please be advised that there is information that we are required to keep in accordance with the law, such as information needed for tax and audit purposes. Personal data may be held for longer than these periods, however this will depend on the individual needs of the company.

We will store personal information of Customers with a Will for a period of their lifespan plus 5 years.

Financial information will be retained for a period of 7 years after the date it is no longer needed by us.

But you can withdraw your consent to us at any time

5 Security

Access to your information is restricted in our offices. Only employees who need the information to perform a specific job are granted access to personally identifiable information. The servers that store this information are kept in a secure environment

No information is transferred outside the EEA

Unfortunately, the transmission of information via the internet can never be completely secure. Although we will use reasonable endeavours to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

6 Disclosure to 3rd parties

We will not sell, distribute or lease your personal information to any third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. If at any point, you decide you would prefer not to be sent information about these carefully selected third parties, please let us know by emailing

In addition to the above, we may disclose your personal information to the following parties and in the following circumstances:

To allow third party vendors, consultants and other service providers to perform services on our behalf.

To third parties in order for us to protect our operations or those of our affiliates.

To a third party in the event of any reorganisation, merger, acquisition, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business or assets (including in connection with any bankruptcy or similar proceedings)

7 Children

We will collect the name, address, Gender and date of birth of children under the age of 16. This is in order to fulfill the wishes of the parent or guardian. Consent to this will be provided by the Parent or guardian.

8 Access Rights

You may request details of personal information which we hold about you.

If you would like a copy of the information held on you, please write customercare@assistlaw.co.uk. And we will reply with further details. If you believe that any information we are holding on you is incorrect, or incomplete, please write to us as at the above address. We will promptly correct any information found to be inaccurate.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st September 2014.