

## **Our Website Terms of Business**

### **About us**

The Pensions Lawyer Limited is a Company registered in England and Wales under Company Number 10404816. We are authorised and regulated by the Solicitors Regulation Authority under SRA Number 634369.

### **Disclaimer**

This website and other materials posted on our website contain general information based on English law and, whilst we make every effort to ensure that the contents are accurate and up to date, nothing in these pages should be construed as legal advice. We therefore disclaim all liability and responsibility arising from any reliance placed on such materials by any visitor to our website, or by anyone who may be informed of its contents. Please contact us for specific legal advice.

### **Accessing our website**

Access to our website is permitted on a temporary basis and we reserve the right to withdraw or amend the service we provide on our website without notice. We will not be liable if for any reason our website is unavailable at any time or for any period.

From time to time, we may restrict access to some parts of our website, or our entire website, to users who have registered with us.

You are responsible for making all arrangements necessary for you to have access to our website. You are also responsible for ensuring that all persons who access our website through your internet connection are aware of these terms, and that they comply with them.

### **Social Media**

Any social media accounts we have are managed by the marketing team. Social media does not replace our other contact processes. This practice does not accept service of any documents via social media.

### **Links to other websites**

These Terms of Business and our Privacy Notice only covers this practice's website. We are not responsible for the data policies, procedures, practices or content of any linked or third party websites. We recommend that you check the privacy and security policies of each website you visit.

### **Security**

We endeavour to take all reasonable steps to protect your personal information but cannot guarantee the security of any data you disclose online. Please note that email is not a secure medium and should not be used to send confidential or sensitive information. You accept the inherent security risks of providing information and dealing online over the internet and will not hold us responsible for any breach of security unless this is due to our negligence or wilful default.

### **Complaints Handling**

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

If you would like to make a formal complaint, please contact our complaints handler Laura Smith, The Pensions Lawyer Limited, The Office Kidroyd House, 50 The Knowle, Huddersfield, West Yorkshire, HD8 8EA. Telephone 01484 613063. Email [laura@thepensionslawyer.co.uk](mailto:laura@thepensionslawyer.co.uk) for a copy of our complaints policy and procedure. Making a complaint will not affect how we handle your case.

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly

because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority.

### ***What do to if we cannot resolve your complaint***

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
Call: 0300 555 0333 between 9am to 5pm.  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

If you are a client and we have made a contract with you by electronic means you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. This service can be found at <http://ec.europa.eu/odr>. Our email address is [laura@thepensionslawyer.co.uk](mailto:laura@thepensionslawyer.co.uk).

If you have any concerns about material which appears on our site, please contact Laura Smith, The Pensions Lawyer Limited, The Office Kidroyd House, 50 The Knowle, Huddersfield, West Yorkshire, HD8 8EA. Telephone 01484 613063. Email [laura@thepensionslawyer.co.uk](mailto:laura@thepensionslawyer.co.uk).

### **Accessibility**

Please note if you have a disability, please let us know and we will endeavour to make reasonable adjustments to provide you with suitable access to our services. Where are you unable to access our offices, we can arrange an appointment at an alternative location. Please contact us for further information.

### **Governing law**

These website terms and all issues regarding our website are governed by English law.

### **Changes to these Terms of Business**

We may update these Terms of Business by posting a new version on this website. You should check this page occasionally to ensure you are familiar with any changes.