



Cookies and Privacy Policy

Austin Legals Ltd (“we”, “our”, “us”) is committed to protecting and respecting your privacy. This policy explains how we collect, use, and protect your personal information when you visit our website [www.austinlegals.co.uk] and use our services.

1. Who We Are

Austin Legals Ltd is a UK-based firm regulated by the Immigration Advice Authority (IAA). We provide immigration advice and related services.

- Company name: **Austin Legals Ltd**
- Registered office: **124 City Road, London, EC1V 2NX**
- Email: **admin@austinlegals.co.uk**
- Telephone: **020 38157972 / +44 (0)7831552365**
- ICO Registration No: **ZB981828**

2. What Information We Collect

We may collect and process the following personal data:

- Information you provide when using our contact forms (name, email, phone, enquiry details).
- Information relating to legal services we provide, including identity documents and case details.
- Technical information (IP address, browser type, operating system, device).
- Website usage data (pages visited, time on site, referring website).

3. How We Use Your Information

We will use your personal data only for lawful purposes, including:

- To provide immigration advice and services to you.



- To respond to enquiries and manage client relationships.
- To comply with our legal and regulatory obligations (IAA, ILPA, ICO).
- To improve our website and services.
- For marketing (only with your explicit consent).

4. Sharing Your Information

We do not sell your data. We may share your information with:

- Our staff, consultants, and regulated advisers.
- Professional advisers (accountants, auditors, insurers).
- Regulatory authorities (IAA, ICO, Home Office) when legally required.
- IT and website support providers, subject to confidentiality agreements.

5. How Long We Keep Your Information

We keep your data only for as long as necessary:

- Client files: up to 6 years after case closure (unless law requires longer).
- Enquiries (non-client): up to 12 months.
- Cookies/analytics data: see section below.

6. Your Rights

Under UK GDPR you have the right to:

- Access the data we hold about you.
- Correct inaccurate or incomplete data.
- Request erasure of your data where appropriate.
- Restrict or object to processing.
- Data portability (transfer of your data).
- Withdraw consent (where processing is based on consent).



Requests should be sent to admin@austinlegals.co.uk.

7. Cookies

What Are Cookies?

Cookies are small files placed on your device when you visit our website. They help us provide you with a better browsing experience.

Types of Cookies We Use:

- **Essential Cookies** – required for the operation of our website (e.g., navigation, security).
- **Analytics Cookies** – help us understand how visitors use our site (e.g., Google Analytics).
- **Functionality Cookies** – remember your preferences and settings.
- **Third-Party Cookies** – may be set by external services embedded on our site (e.g., social media).

Managing Cookies

When you first visit our site, you will be asked to accept or decline non-essential cookies. You can also manage cookies through your browser settings:

- Manage cookies in Chrome
- Manage cookies in Safari
- Manage cookies in Edge

If you disable cookies, some parts of our website may not function properly.

8. Security

We use appropriate technical and organisational measures to protect your personal data, including encryption, secure servers, and restricted access to files.

9. Third-Party Links



Our website may contain links to third-party sites. We are not responsible for their privacy practices, so please review their policies.

10. Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page with a revised “Last updated” date.

11. Contact Us

If you have questions or concerns about this policy or how we handle your data, please contact:

Data Protection Officer

Austin Legals Ltd

124 City Road, London, EC1V 2NX

✉ admin@austinlegals.co.uk

You also have the right to complain to the **Information Commissioner’s Office (ICO)**: www.ico.org.uk.

Last updated: 24/09/2025