Privacy Policy

RLH Legal Consultancy · Last updated 13 November 2026

RLH Legal Consultancy (“we”, “us”) is run by Remy Louise Hall, a sole trader. We are an unregulated legal consultancy. We are not solicitors. This policy explains how we collect, use and protect your personal information under UK data protection law (UK GDPR and the Data Protection Act 2018).

1. Who we are and how to contact us

We are the “data controller” for your information, which means we decide how and why it is used.

- **Business:** Remy Louise Hall, trading as RLH Legal Consultancy
- **Address:** [virtual business address]
- **Email:** rlhlegalconsultancy@gmail.com
- **ICO registration number:** [number]

If you have any questions about this policy or your information, email us.

2. What information we collect

Information you give us:

- Your name, email address and phone number.
- The type of problem you need help with (for example, child arrangements or housing disrepair) and a description of your situation.
- Documents you send us, such as letters, court forms, tenancy agreements, photos and emails.
- Notes from our calls and video sessions.
- Payment details, such as the name and reference on a bank transfer. We never ask for your card or bank login details.

Sensitive information: because of the work we do, your information may include details about your children, family, health, housing or involvement with the courts, including family or criminal court matters. This is treated as especially sensitive. We only ask for what we need, and we only use it to help you with your matter.

Information from our website: basic technical information, such as your device and pages visited, collected through cookies and our website provider’s analytics (see section 9).

3. How we use your information, and why

What we do	Why we are allowed to (our “lawful basis”)
Respond to your enquiry and book your free intro call	Taking steps at your request before a contract
Provide the service you have booked, such as guidance, letters and form preparation	Performing our contract with you
Take payment and keep financial records	Performing our contract, and our legal obligation to keep accounts and report to HMRC
Look after sensitive details about you, your family or your case	Your explicit consent, which we ask for in our terms of engagement
Keep our systems secure and improve our service	Our legitimate interests in running a safe, effective business
Share information where a child or adult may be at serious risk of harm	Our legitimate interests and, where needed, protecting someone’s vital interests

We do not sell your information. We do not use it for marketing unless you have asked us to, and you can ask us to stop at any time. We do not use automated decision-making or profiling about you.

4. Who we share your information with

We only share your information where we need to, and only with your permission or where the law allows. This includes:

- **Service providers who help us run the business**, such as our website provider, email provider, case management system and video-call tools. They may only use your information on our instructions.
- **Our insurer**, if we need to notify a claim or complaint.
- **Our accountant and HMRC**, for financial records.
- **Regulators, courts or the police**, if the law or a court order requires it.
- **Safeguarding authorities**, if we have a serious concern that a child or adult is at risk of harm.

We will not contact the other party, a court, a landlord or anyone else about your case unless you ask us to and agree what is shared.

5. Where your information is stored

Your information is stored securely on password-protected systems with two-step verification. Some of our service providers are based outside the UK, for example in the USA or EU. Where this happens, we use providers that have appropriate protections in place, such as the UK’s approved safeguards for international transfers.

6. How long we keep your information

- **Enquiries that do not go ahead:** 12 months, then deleted.
- **Client files:** 6 years after your matter ends. This is the usual limit for contract claims, and we need it to deal with any complaint or claim.
- **Financial records:** 6 years, as required by tax law.

After that, we delete or securely destroy it. You can ask us to delete your information earlier. We will do so unless we need to keep it for the reasons above.

7. Your rights

You have the right to:

- **Access** a copy of the information we hold about you.
- **Correct** anything that is wrong or incomplete.
- **Erase** your information, in some circumstances.
- **Restrict** or **object to** how we use it, in some circumstances.
- **Move** information you gave us to another provider ("data portability").
- **Withdraw consent** at any time, where we rely on your consent. This does not affect anything we did before.

To use any of these rights, email rlhlegalconsultancy@gmail.com. We will reply within one month. There is no charge, unless a request is clearly unreasonable or repeated.

8. Keeping your information safe

We use secure, password-protected systems, two-step verification, and a case management system built for confidential client files. We only keep what we need, and we do not discuss your matter in public places. No system is completely risk-free. If there is ever a breach that is likely to put you at risk, we will tell you and the Information Commissioner's Office (ICO) as the law requires.

9. Cookies and our website

Our website is built on [Wix / WordPress.com], which uses cookies to make the site work and to collect basic usage information. When you first visit, you can accept or decline non-essential cookies using the banner. You can also block cookies in your browser settings, but parts of the site may not work properly.

Our site may link to other websites. We are not responsible for how they use your information, so please check their policies.

10. Children's information

Our services are for adults. We may hold information about children where it is part of your matter, for example in a child arrangements application. We only use it to help you with that matter.

11. Complaints

If you are unhappy with how we have used your information, please tell us first so we can put it right. You also have the right to complain to the Information Commissioner's Office:

- **Website:** ico.org.uk/make-a-complaint
- **Helpline:** 0303 123 1113

12. Changes to this policy

We may update this policy from time to time. The latest version will always be on our website, with the date it was last updated at the top.