

Terms of Business

Definitions

- In these Terms of Business, “We”, “Us” & “Our” refers to Law Room Solicitors whose registered office is 489-493 Bolton Road, Pendlebury, Swinton, Manchester, M27 8QT.
- This Agreement forms a contract between the ‘you’ (the Client) & Law Room Solicitors & you should read all the agreement & services that Law Room Solicitors provides.

The Claims Services

- Some of the named services will require us to carry out a Data Subject Access Request (DSAR) on your behalf to request the associated documents from your lender.
- We may require you to provide us with a copy of your identification as, in some cases, this is what the lender requires in order to send us your credit agreements.
- In some cases, we will conduct an Anti-Money Laundering Search using an AML & Compliance Platform which is part of our compliance procedure. Anti-Money Laundering Checks are typically soft searches of your Credit Report & will be recorded as an enquiry or audit search. Soft searches have no affect on your credit score & all information returned will be kept confidential as per GDPR & the Data Protection Act 2018. Providing that this search provides a positive result, we can use a copy of this report in place of your identification as it proves to your lender that we have carried out our due diligence on you, our client.
- We will hold, control & process your personal information in accordance with the Data Protection Act 2018, the UK GDPR & the Privacy & Electronic Communications Regulations.
- By providing your personal information to us, you explicitly authorise us to process the information for the purpose of your claim. We will use the personal information you provide to assess your claim & carry out our duties in accordance with this Agreement. We may share your personal information with other companies if necessary, during the process of your claim for compensation, or any financial matters we believe may be of assistance to you.
- Your personal information may also be processed by other organisations, including credit reference agencies, on our behalf for the purpose of processing your claim & providing information or services to you. The use of your personal information for these purposes will remain under our control at all times.
- If you were introduced to us by one of our partners, we will have paid a third party fee for providing services to you. This fee is not payable by you.
- You are entitled to seek further advice in relation to your claim & to consider what services might be most appropriate for your claim for compensation.

Client’s Obligations

- Law Room Solicitors considers that your co-operation is paramount in the claim process as it enhances the prospects of success. That so, the commitment Law Room Solicitors expects from you is as follows: (a) providing information & instructions when requested & promptly; (b) completing paperwork; (c) co-operating with Law Room Solicitors at all times in the course of the claim process; & (d) not misleading Law Room Solicitors in any way.

How Law Room Solicitors Keeps You Updated?

- Throughout the claim process, Law Room Solicitors provides updates to the you of any significant developments. Law Room Solicitors will communicate generally with you via telephone, email, SMS messages and occasionally via the post.

The Right to Cancel

- You have the right to terminate this agreement at any time by giving notice, by emailing clients@lawroomclaims.co.uk. Any cancellation must be made by email. There is no cancellation fee if you cancel within 14 working days of signing the paperwork however we may charge you a cancellation fee if you cancel after the 14 day cooling off period. This fee will represent the cost of the work already carried out on your behalf.
- Law Room Solicitors reserve the right to cancel your claim at any stage, without any obligation of providing you with a reason.

Complaints procedure

- Should you have a complaint you can contact us by writing to Law Room Solicitors, 489-493 Bolton Road, Pendlebury, Swinton, Manchester, M27 8QT. or by emailing clients@lawroomclaims.co.uk. Full details of our complaints handling procedure can be viewed on our website: www.lawroomclaims.co.uk