

Terms and conditions

About Thompsons Solicitors LLP

Legal status

Thompsons Solicitors is the trading name of Thompsons Solicitors LLP, a Limited Liability Partnership registered in England and Wales (registered number OC356468) and regulated by the Solicitors Regulation Authority. The Solicitors Regulation Authority handbook can be found at www.sra.org.uk. The word 'partner' used in relation to Thompsons Solicitors refers to a member of Thompsons Solicitors LLP. A list of members of the LLP is available for inspection at each office.

Thompsons Solicitors LLP registered office is at **Congress House, Great Russell Street, London WC1B 3LW.**

Telephone: **0207 290 0000**

Email: enquiries@thompsons.law.co.uk

What is an LLP?

LLP status is an alternative to the traditional partnership model. It is an alternative corporate structure that gives the benefit of limited liability and more flexibility.

Insurance

The LLP, as required under the Solicitors Indemnity Rules, maintains professional indemnity insurance. That insurance is with W/R/B Underwriting of **14th Floor, 52 Lime Street, London EC3M 7AF**. The policy number is LI1939993.

VAT

Thompsons Solicitors LLP is registered for VAT purposes with VAT registration number 227 857 923.

Financial services

The firm is not authorised under the Financial Services & Markets Act 2000. We are, however, included on the register maintained by the Financial Conduct Authority so that we can carry on insurance mediation activity, which is broadly the advising on, selling and administration of insurance contracts. The register can be found at www.fca.org.uk/register. This part of our business, including arrangements for redress if something goes wrong, is regulated by the Solicitors Regulation Authority.

Privacy information

Your information and privacy is important to us. We collect information about you to provide legal services to you. We use the information to:

- Give you legal advice and help with your case
- Detect and combat fraud
- To identify you before disclosing confidential information or making payments
- For analysis to help us manage our practice
- To help trade unions improve protection and rights for working people and the victims of accidents.

We will never sell your details to third parties. During or after your case we may need to pass information about you to other people such as:

- Your trade union
- The other side
- Witnesses
- The Courts or Tribunals
- Barristers
- Medical experts
- Other experts
- Regulators
- Insurers.

We will tell you who we are sending your information to and what information we are sending unless prevented by law.

We may need to pass your information to the Information Commissioners Office, the Legal Ombudsman or the Solicitors Regulation Authority if you make a complaint about us to them.

We may also disclose information to authorities such as the police, the official receiver and the Inland Revenue, but only with your agreement or where we are required by law to do so.

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact risk&compliancebirmingham@thompsons.law.co.uk.

Vetting of files

External firms or organisations may conduct audit or quality checks on our practice. These external firms or organisations are required to maintain confidentiality in relation to your files.

Outsourcing of work

Sometimes we ask other companies or people to do work to help your case, such as a company to instruct a medical expert to make sure this is done promptly. These external firms or organisations are required to keep your information confidential and to only use it for the specified purpose.

Money laundering

Thompsons Solicitors is required to obtain evidence of the identity of its clients.

Storage of documents and personal information

In most cases, we keep files for seven years after the file is closed. We will tell you at the end of your case how long we will keep file for and the reason why we need to keep it. At the end of that period we will destroy the file. We will not destroy documents you ask to be kept in safe custody. We will return any of your documents to you if you ask for them. We may keep copies of these but we will tell you this.

Personal information other than your file of papers, such as our electronic case management system data, will be kept for longer than seven years to help us manage our service.

Further information about privacy

Thompsons LLP is on the register kept by the Information Commissioners Office. For further details go to www.ico.org.uk.

If you have a concern about the use of your information we hope you will let us know straight away by using our complaints procedure or by contacting the Head of Risk and Compliance via email at risk&compliancebirmingham@thompsons.law.co.uk.

If your question or complaint cannot be resolved, you can contact the Information Commissioner by calling **0303 123 1113** or visiting www.ico.org.uk.

For further information about privacy and data please visit www.thompsons.law/about/governance-and-regulation.
