L-CEDAR LAW CENTRE

Privacy and Data Protection Policy

Last updated: 27 November 2026

1. Introduction

At L-Cedar Law Centre, we are committed to protecting your privacy, maintaining client confidentiality and safeguarding your personal information. We recognise the importance of handling personal data responsibly, lawfully, securely and transparently.

This Privacy and Data Protection Policy explains how we collect, use, process, store, protect and share your personal information when you:

- Visit or use our website.
- Submit an online enquiry or contact form.
- Contact us by telephone, email, post or in person.
- Arrange an appointment or consultation.
- Subscribe to our newsletters or marketing communications.
- Instruct us to provide legal or immigration services.
- Communicate or otherwise engage with L-Cedar Law Centre.

We process personal information in accordance with applicable UK data protection legislation, including:

- The UK General Data Protection Regulation (UK GDPR).
- The Data Protection Act 2018.
- The Data (Use and Access) Act 2025.
- The Privacy and Electronic Communications Regulations 2003 (PECR), as amended.
- Other applicable legal, professional and regulatory requirements.

2. Who We Are

L-Cedar Law Centre is the data controller responsible for determining how and why personal information is processed in connection with our professional services, website and business activities.

Organisation name: L-Cedar Law Centre

Office address:
272 London Road
Wallington
SM6 7DJ
United Kingdom

Telephone: 020 8610 9686

Email: info@l-cedar.com

The person responsible for overseeing data protection compliance is our designated Data Protection Lead, whose name will be provided upon request.

Any questions, concerns or requests relating to the processing of your personal information should be directed to our Data Protection Lead using the contact details above.

3. Our Data Protection Principles

L-Cedar Law Centre is committed to ensuring that personal information is:

- Processed lawfully, fairly and transparently.
- Collected for specified, explicit and legitimate purposes.
- Adequate, relevant and limited to what is necessary.
- Accurate and, where necessary, kept up to date.
- Retained for no longer than is necessary.
- Protected against unauthorised or unlawful processing, accidental loss, destruction or damage.

We take responsibility for demonstrating compliance with these principles and applicable data protection requirements.

4. Personal Information We Collect

Depending on the nature of your enquiry, legal matter or the services you require, we may collect and process the following categories of personal information:

- Full name.
- Email address.
- Telephone number.
- Residential, business and correspondence addresses.
- Date and place of birth.
- Nationality and immigration status, where relevant.
- National Insurance number, where necessary.
- Passport, driving licence and other identification documents.
- Personal, financial and employment information.
- Educational and professional information.
- Family and relationship information.
- Information relating to children and dependants.
- Medical and health-related information, where relevant.
- Information relating to criminal convictions or offences, where lawfully required.
- Information relating to your legal matter.
- Details of your enquiries and correspondence.
- Documents and supporting evidence submitted to us.

- Documents and information voluntarily submitted through our website.
- Marketing and communication preferences.
- IP address, browser type, device information and website usage information, where collected.

We will only collect personal information that is relevant and necessary for the purposes for which it is required.

5. How We Collect Your Personal Information

We may collect personal information directly from you when you:

- Visit or interact with our website.
- Complete an online enquiry, contact or subscription form.
- Contact us by telephone, email, post or in person.
- Arrange an appointment or consultation.
- Request a quotation or information about our services.
- Instruct us to provide legal or immigration services.
- Provide identification documents or supporting evidence.
- Communicate with us during the course of your matter.
- Subscribe to our newsletters or marketing communications.
- Submit feedback or make a complaint.

We may also receive relevant personal information from third parties, including:

- Authorised representatives.
- Family members and dependants.
- Government departments and public authorities.
- The Home Office and immigration authorities.
- Courts and tribunals.
- Other legal professionals and professional advisers.
- Identity verification service providers.
- Publicly available records and other lawful sources.
- Other individuals or organisations involved in your legal matter.

Where personal information is obtained from another source, we will provide the required privacy information in accordance with applicable legislation, subject to any relevant statutory exemptions.

6. How We Use Your Personal Information

We may use your personal information for the following purposes:

- Responding to your enquiries and requests.
- Contacting you by telephone, email or other appropriate means regarding your enquiry.
- Arranging appointments and consultations.

- Providing legal and immigration advice, assistance and professional services.
- Assessing, preparing and managing your legal matters.
- Preparing quotations and service agreements.
- Preparing and submitting applications and supporting documents.
- Communicating with relevant government departments, authorities and professional advisers.
- Verifying your identity where necessary.
- Conducting relevant compliance and conflict-of-interest checks.
- Preventing fraud, money laundering and other unlawful activities.
- Managing and maintaining client relationships.
- Providing customer service and support.
- Maintaining and updating client records.
- Managing payments, accounting and financial records.
- Complying with applicable legal, professional and regulatory obligations.
- Managing complaints and resolving disputes.
- Establishing, exercising or defending legal claims.
- Sending newsletters, legal updates, company announcements, promotional offers and marketing communications where you have provided consent.
- Improving our website, professional services and business operations.
- Maintaining website and information security.

Our use of your personal information is subject to applicable data protection legislation, our professional obligations and our duty of confidentiality.

7. Lawful Basis for Processing Your Personal Information

Under the UK GDPR, we must have an appropriate lawful basis for processing your personal information.

Depending on the nature and purpose of the processing, we may rely on the following lawful bases:

Consent

Where you have freely given valid consent for a specific purpose, including receiving newsletters, marketing communications or using certain optional website technologies.

Contractual necessity

Where processing is necessary to provide the legal or professional services you have requested, fulfil our contractual obligations or take steps at your request before entering into an agreement.

Legitimate interests

Where processing is necessary for our legitimate interests, including responding to general enquiries, managing our practice, maintaining client relationships, improving our services, protecting our systems, preventing fraud and establishing or defending legal claims.

When relying on legitimate interests, we will consider whether our interests are overridden by your rights, freedoms and interests.

Legal obligations

Where processing is necessary to comply with applicable legal, statutory or regulatory requirements.

Vital interests

In exceptional circumstances, where processing is necessary to protect the life of an individual.

Where we rely on your consent, you may withdraw that consent at any time by contacting us.

Withdrawing consent does not affect the lawfulness of processing carried out before your consent was withdrawn.

8. Sensitive Personal Information and Criminal Offence Data

Due to the nature of our legal and immigration services, we may need to collect and process sensitive personal information, known under the UK GDPR as special category data.

This may include information relating to:

- Racial or ethnic origin.
- Religious or philosophical beliefs.
- Political opinions.
- Physical or mental health.
- Sexual orientation.
- Sex life.
- Trade union membership.
- Genetic information, where relevant.
- Biometric information used for uniquely identifying an individual.

We will only process special category personal information where necessary and where an appropriate lawful basis under Article 6 and an applicable condition under Article 9 of the UK GDPR have been identified.

Depending on the circumstances, this may include processing necessary for the establishment, exercise or defence of legal claims, processing supported by valid explicit consent or another applicable legal condition.

Information relating to criminal convictions and offences will only be processed where permitted by Article 10 of the UK GDPR and the applicable provisions of the Data Protection Act 2018.

Appropriate safeguards will be implemented to protect sensitive personal information.

9. Children's Personal Information

In connection with family, immigration and other relevant legal matters, we may need to collect and process personal information relating to children and dependants.

This may include names, addresses, dates of birth, identification documents, nationality, immigration status, family circumstances and other information relevant to a legal matter.

We recognise that children's personal information requires particular protection.

We will process such information only where necessary and lawful, taking appropriate measures to safeguard children's privacy, confidentiality, rights and interests.

10. Personal Information Provided About Other Individuals

Where you provide us with personal information relating to another individual, including a family member, dependant or authorised representative, you should ensure that you are lawfully entitled to provide that information.

Where appropriate, you should inform the relevant individual that their personal information has been provided to L-Cedar Law Centre.

We will independently ensure that we have an appropriate lawful basis for processing such information and will comply with applicable transparency requirements, subject to any relevant legal exemptions or confidentiality obligations.

11. Newsletters and Marketing Communications

Where you have provided your consent, L-Cedar Law Centre may contact you by email to share:

- Newsletters and company updates.
- Legal news and developments.
- Changes to legislation and relevant regulations.
- Immigration and other relevant legal updates.
- Information about our legal services.
- Special offers and promotions.
- Upcoming events and announcements.
- Other relevant information that may be of interest to you.

Subscribing to our newsletters and marketing communications is entirely optional and is not a condition of receiving our legal services, arranging a consultation or submitting an enquiry.

We will not use your personal information for promotional email communications without your consent.

Your right to unsubscribe

You may withdraw your consent and unsubscribe at any time, free of charge, by:

- Clicking the unsubscribe link included in our marketing emails.
- Contacting us directly at info@l-cedar.com.
- Telephoning us on 020 8610 9686.

You have the absolute right to object to the processing of your personal information for direct marketing purposes.

Upon receiving your objection or withdrawal of consent, we will stop using your personal information for direct marketing purposes.

Unsubscribing will not affect essential communications relating to your enquiries, ongoing legal matters, appointments or contractual arrangements.

We may retain limited information on a suppression list to ensure that your marketing preferences are respected.

We do not sell, rent or disclose your personal information to third parties for their own marketing purposes.

12. Client Confidentiality and Legal Professional Privilege

L-Cedar Law Centre recognises the importance of confidentiality when handling personal information and legal matters.

We treat client information as confidential and take appropriate measures to protect all information entrusted to us.

Where applicable, we will respect legal professional privilege and comply with our professional obligations concerning client confidentiality.

We will not disclose confidential client information to unauthorised third parties.

Disclosure may take place where appropriately authorised by you, where necessary and permitted in connection with your legal matter and our confidentiality obligations, or where disclosure is required or otherwise lawfully permitted.

Employees, contractors and other authorised individuals handling confidential information are required to respect applicable confidentiality and data protection obligations.

13. Sharing Your Personal Information

We do not sell or rent your personal information to third parties.

Where necessary and legally permitted, we may share your personal information with:

- Authorised employees and legal professionals.
- Barristers, solicitors and other professional advisers.
- Courts and tribunals.
- Government departments and public authorities.
- The Home Office and UK Visas and Immigration (UKVI).
- Other relevant immigration authorities.
- Professional and regulatory bodies.
- Expert witnesses and medical professionals.
- Translators and interpreters.
- Accountants and auditors.
- Insurance and professional indemnity providers.
- Identity verification and compliance service providers.
- Website hosting providers.
- Email and newsletter service providers.
- Customer relationship management system providers.
- Case management system providers.
- Cloud storage and document management providers.
- Payment processing service providers.
- IT and technical support providers.
- Other authorised third parties involved in your legal matter.

Where third parties process personal information on our behalf, we will ensure that appropriate contractual safeguards are in place in accordance with applicable data protection requirements.

Certain professional advisers, public authorities and other recipients may act as independent data controllers and may have their own obligations concerning the personal information they receive.

We will only disclose personal information where there is an appropriate lawful basis and where disclosure is consistent with applicable confidentiality obligations.

14. Data Controller and Data Processor Responsibilities

L-Cedar Law Centre will ordinarily act as a data controller in relation to the personal information processed in connection with its professional services and business activities.

Where we process personal information solely on behalf of another data controller and in accordance with that controller's documented instructions, we may act as a data processor.

The respective responsibilities of each party will depend on the nature and circumstances of the processing activity.

Where we appoint a third-party data processor, we will ensure that an appropriate data processing agreement is in place in accordance with applicable legislation.

15. Anti-Money Laundering and Identity Verification

Where applicable, L-Cedar Law Centre may collect personal information and identification documents to comply with obligations relating to identity verification, fraud prevention, anti-money laundering and terrorist financing.

This information may include:

- Copies of passports.
- Driving licences.
- Proof of residential address.
- Financial information.
- Other relevant identification and supporting documents.

Personal information obtained specifically for anti-money laundering purposes will only be used for those purposes unless another use is permitted by applicable legislation or supported by valid consent.

Where applicable, records collected under the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, as amended, will normally be retained for five years following the end of the business relationship or completion of the relevant occasional transaction.

Following the expiry of the applicable statutory retention period, such personal information will be securely deleted unless continued retention is permitted by law.

16. Data Storage, Security and Confidentiality

L-Cedar Law Centre takes appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration, destruction or disclosure.

Depending on the nature and sensitivity of the information, our security arrangements may include:

- Secure electronic and physical storage.
- Password-protected computer systems.
- Appropriate user access controls.

- Secure electronic file transfers.
- Encryption, where appropriate.
- Secure case management and document storage systems.
- Appropriate backup and recovery arrangements.
- Confidential disposal of paper and electronic records.
- Staff confidentiality obligations.
- Appropriate data protection and information security training.

Access to personal information is restricted to authorised individuals and service providers who require access for legitimate business or professional purposes.

Although we take appropriate precautions to safeguard your information, no method of electronic transmission or storage can be guaranteed to be completely secure.

17. Data Retention

L-Cedar Law Centre will retain your personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with applicable legal, contractual, professional and regulatory obligations.

Depending on the nature of your enquiry, legal matter or contractual relationship, we may retain certain personal information for up to six years.

Our general retention arrangements are as follows:

Category of personal information	Retention period
General enquiries	Only for as long as necessary to manage the enquiry. In circumstances where continued retention is specifically justified, records may be retained for up to six years following our last relevant communication.
Client files and legal matters	Normally up to six years following completion or closure of the matter, subject to applicable legal, professional and regulatory requirements.
Contractual and financial records	Normally up to six years, subject to applicable statutory requirements and the relevant accounting or contractual period.
Anti-money laundering records	Where applicable, normally five years following the end of the business relationship or relevant occasional transaction, subject to statutory exceptions.
Marketing and newsletter subscriptions	For as long as your consent remains valid and the information remains necessary for marketing purposes, or until you unsubscribe or object.
Marketing suppression records	Limited information retained for as long as necessary to respect your communication preferences.
Complaints and disputes	For as long as necessary to investigate, resolve and document the matter and comply with applicable legal requirements.

Website and cookie information	According to the purpose of collection and applicable cookie retention periods.

We may retain certain personal information for longer than six years where necessary and lawfully justified to:

- Comply with legal or regulatory obligations.
- Meet applicable professional or insurance requirements.
- Resolve disputes or complaints.
- Establish, exercise or defend legal claims.
- Comply with relevant court orders or investigations.

Retention periods are not automatic minimum periods. Personal information will not be retained unnecessarily simply because a maximum retention period has not expired.

When personal information is no longer required, we will securely delete, destroy or irreversibly anonymise it, as appropriate.

You may contact us for further information about the retention period applicable to your personal information.

18. International Data Transfers

In certain circumstances, particularly in connection with immigration matters or the use of external service providers, personal information may be processed or transferred outside the United Kingdom.

Where such international transfers take place, L-Cedar Law Centre will ensure that they comply with applicable UK data protection requirements.

Depending on the circumstances, appropriate safeguards may include:

- UK adequacy regulations.
- The UK International Data Transfer Agreement (IDTA).
- The UK Addendum to the EU Standard Contractual Clauses.
- Other legally recognised safeguards.
- Applicable statutory exceptions where their conditions are satisfied.

Where required, we will undertake appropriate assessments to ensure that transferred personal information receives the necessary protection.

Further information about applicable international transfers and safeguards, including how to obtain a copy of relevant safeguards, may be obtained by contacting L-Cedar Law Centre.

19. Cookies, Google Analytics and Website Tracking

Our website may use cookies and similar technologies to support website functionality, improve your browsing experience and understand how visitors interact with our website.

Cookies are small files that may be stored on your computer, mobile phone or other device when you visit a website.

We may use the following categories of cookies and similar technologies:

Essential cookies

These technologies support the operation, functionality and security of our website.

Functional cookies

These technologies may remember your preferences and support additional website functionality.

Analytics cookies

These technologies help us understand how visitors use our website, measure website performance and identify areas for improvement.

We may use Google Analytics or similar analytical services to collect information relating to website usage.

This may include:

- IP addresses or related network information.
- Browser and device information.
- Pages visited.
- Time spent on our website.
- Website navigation and interactions.
- General website usage statistics.

Certain information collected through analytics technologies may constitute personal data.

Where consent is legally required, we will obtain your consent before activating the relevant cookies or tracking technologies.

Where we rely on an applicable statutory exception, including an exception for qualifying statistical purposes, we will comply with its conditions, including providing appropriate information and a simple, free means of objecting where required.

You may manage your cookie preferences through the cookie controls on our website, where available, or through your browser settings.

Where consent is required, you may withdraw your consent through the relevant website cookie controls.

Further information about cookies and your privacy rights can be found on the Information Commissioner's Office website at https://ico.org.uk/.

20. Your Data Protection Rights

Under applicable UK data protection legislation, you have the following rights, subject to relevant legal conditions and exemptions:

Right to be informed

You have the right to receive clear and transparent information about how your personal information is collected and used.

Right of access

You have the right to request a copy of the personal information we hold about you and relevant supplementary information.

Right to rectification

You have the right to request the correction of inaccurate personal information or the completion of incomplete information.

Right to erasure

You have the right to request the deletion of your personal information in certain circumstances.

Right to restrict processing

You have the right to request restrictions on how we process your personal information in certain circumstances.

Right to data portability

Where applicable, you have the right to receive certain personal information in a structured, commonly used and machine-readable format and request its transfer to another organisation.

Right to object

You have the right to object to certain types of processing, including processing based on legitimate interests, subject to applicable legal conditions.

You have an absolute right to object to the processing of your personal information for direct marketing purposes at any time and free of charge.

Right to withdraw consent

Where processing is based on your consent, you have the right to withdraw your consent at any time.

Withdrawing consent does not affect the lawfulness of processing carried out before your consent was withdrawn.

Rights relating to automated decision-making and profiling

Where applicable, you have rights and safeguards concerning significant decisions made solely through automated processing, including the right to receive relevant information, make representations, request human intervention and challenge such decisions.

Right to complain

You have the right to raise a complaint directly with L-Cedar Law Centre and to lodge a complaint with the Information Commissioner's Office (ICO).

21. Exercising Your Data Protection Rights

If you wish to exercise any of your data protection rights, please contact:

Data Protection Lead
L-Cedar Law Centre
272 London Road
Wallington
SM6 7DJ
United Kingdom

Telephone: 020 8610 9686

Email: info@l-cedar.com

We will respond to your request without undue delay and normally within one calendar month, calculated in accordance with applicable legislation.

Where permitted by law, this period may be extended by up to two further months, depending on the complexity and number of requests.

We will inform you of any applicable extension and the reasons for it within the applicable initial response period.

We may request proportionate information to verify your identity or authority before disclosing personal information or acting upon your request.

Data protection requests will normally be processed free of charge. However, in circumstances permitted by applicable legislation, we may charge a reasonable fee or refuse a request.

Where we are unable to comply with a request, we will explain the reasons, subject to applicable legal exemptions, and inform you of your applicable complaint rights and right to seek a judicial remedy.

22. Right to Erasure and Restrictions on Processing

The right to erasure is not absolute.

In certain circumstances, L-Cedar Law Centre may be required or entitled to retain personal information to:

- Comply with legal or regulatory obligations.
- Meet applicable professional requirements.
- Establish, exercise or defend legal claims.
- Comply with other applicable statutory requirements.

Each request for erasure will be assessed individually.

Where appropriate and legally required, processing may be restricted and access to personal information limited to authorised individuals.

Personal information will be securely deleted when there is no continuing lawful justification for its retention.

23. Provision of Personal Information

Certain personal information may be necessary for us to:

- Respond to your enquiry.
- Assess your legal matter.
- Verify your identity.
- Comply with legal or regulatory obligations.
- Enter into a service agreement.
- Provide the legal services you have requested.

If you choose not to provide information that is necessary for these purposes, we may be unable to respond fully to your enquiry, accept your instructions, continue acting for you or provide the requested services.

Providing consent to receive newsletters and marketing communications is entirely voluntary and will not affect your access to our professional services.

24. Personal Data Breaches

L-Cedar Law Centre takes personal data breaches seriously.

A personal data breach may include accidental or unlawful loss, destruction, alteration, unauthorised disclosure of, or access to personal information.

If a personal data breach occurs, we will take appropriate steps to investigate, contain and minimise any associated risks.

Where legally required, we will notify the Information Commissioner's Office without undue delay and, where feasible, within 72 hours of becoming aware of the breach.

Where a breach is likely to result in a high risk to your rights and freedoms, we will notify you without undue delay, subject to applicable statutory exceptions.

We will take appropriate remedial action and maintain records of personal data breaches in accordance with applicable legislation.

25. Data Protection Complaints Procedure

L-Cedar Law Centre is committed to handling data protection concerns and complaints fairly, promptly, confidentially and transparently.

If you believe that your personal information has been processed unlawfully, unfairly, inaccurately or insecurely, or that your data protection rights have not been respected, you may submit a complaint directly to us.

Your complaint may relate to:

- Unauthorised disclosure of personal information.
- Inaccurate or incomplete personal information.
- Failure to respond appropriately to a data protection request.
- Unlawful processing of personal information.
- Excessive retention of personal information.
- Unwanted marketing communications.
- Inadequate data security.
- Failure to respect your data protection rights.
- Any other suspected breach of applicable data protection legislation.

Stage 1 – Making a complaint

You may submit a data protection complaint by email, telephone, post or in person.

Please direct your complaint to:

Data Protection Lead
L-Cedar Law Centre
272 London Road
Wallington
SM6 7DJ
United Kingdom

Telephone: 020 8610 9686

Email: info@l-cedar.com

Please provide sufficient information about your concerns to enable us to investigate your complaint effectively.

We will provide reasonable assistance to individuals who require support in submitting a complaint, including facilitating electronic submission.

Stage 2 – Acknowledgement

We will acknowledge receipt of your data protection complaint within 30 days, in accordance with applicable legislation.

Your complaint will be recorded and referred to an appropriate person for investigation.

Stage 3 – Investigation

We will investigate your complaint fairly and without undue delay.

Our investigation may include:

- Reviewing relevant documentation and records.
- Consulting appropriate employees or professional personnel.
- Examining the circumstances surrounding your complaint.
- Requesting additional information where necessary.
- Assessing whether applicable data protection requirements have been met.

We will keep you appropriately informed about the progress of your complaint.

Wherever practicable, complaints will be investigated by an appropriate person who was not directly involved in the matter complained of.

Stage 4 – Outcome and resolution

Upon completion of our investigation, we will communicate the outcome of your complaint without undue delay.

Where appropriate, our response will explain:

- The findings of our investigation.
- Whether your complaint has been upheld.
- Any corrective or remedial action taken.
- Any further action available to you.
- Your right to refer the matter to the Information Commissioner's Office.

Where a complaint identifies deficiencies in our data protection practices, we will take appropriate corrective action.

Stage 5 – Complaining to the Information Commissioner's Office

You have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's data protection regulator.

We encourage you to raise your concerns directly with us first so that we have an opportunity to investigate and resolve them.

Information Commissioner's Office (ICO)

Website: https://ico.org.uk/

Online complaints: https://ico.org.uk/make-a-complaint/

Telephone: 0303 123 1113

You may also have the right to seek a judicial remedy.

This data protection complaints procedure is separate from, and does not replace, L-Cedar Law Centre's general complaints procedure concerning the provision of professional services.

26. Third-Party Websites

Our website may contain links to external websites operated by third parties.

This Privacy and Data Protection Policy applies to L-Cedar Law Centre and does not govern the privacy practices of independent third-party websites.

We are not responsible for the independent privacy practices, security or content of those websites.

We encourage you to review the privacy policies of any external websites you visit before providing personal information.

27. Changes to This Privacy and Data Protection Policy

L-Cedar Law Centre may update this Privacy and Data Protection Policy from time to time to reflect:

- Changes in applicable legislation.
- Changes in regulatory requirements or guidance.
- Changes in our professional services.
- Changes in our business practices.
- Changes in website functionality or technology.
- Improvements to our data protection and information security arrangements.

The latest version of this policy will be available on our website, together with the date it was last updated.

Where appropriate, we will notify affected individuals of significant changes to the way we process their personal information.

28. Contact Us

If you have any questions, concerns, complaints or requests regarding this Privacy and Data Protection Policy or the handling of your personal information, please contact us using the following details:

L-Cedar Law Centre

272 London Road
Wallington
SM6 7DJ
United Kingdom

Telephone: 020 8610 9686

Email: info@l-cedar.com

We are committed to respecting your privacy, protecting your personal information and maintaining the confidentiality of our clients.

L-Cedar Law Centre – Privacy, Confidentiality and Professional Integrity.