

To whom it may concern,

Re: Pro Bono Advice

Thank you for contacting our firm. This letter sets out further information regarding the scope of work that may be undertaken during Pro Bono hours, together with the relevant procedures. We kindly invite you to read this letter carefully.

For the purposes of this correspondence, Pro Bono legal work refers to legal advice or representation provided in the public interest, including assistance to individuals, charities, and community groups who are unable to afford legal services and for whom no public or alternative funding is available.

Please note that Pro Bono legal work is provided to the client free of charge, without any payment to the lawyer or the firm. Such work is undertaken voluntarily by the lawyer and/or the firm.

Scope of work

We are a solicitors' firm and authorised to practise and regulated by the Solicitors Regulation Authority (SRA). We will be advising you on your legal rights and obligations.

Please note that during the Pro Bono hours, we do not provide reserved legal activities as defined in the Legal Services Act 2007. These are:

- i. The exercise of a right of audience;
- ii. The conduct of litigation;
- iii. Reserved instrument activities;
- iv. Probate activities;
- v. Notarial activities;
- vi. The administration of oaths.

Complaints procedure

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem. In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you would prefer to raise a problem with someone else, please contact Shazia Rana at s.rana@imd.co.uk. If you would like to make a formal complaint, then you can read our full complaint procedure at <https://imd.co.uk/complaints-policy/>. Making a complaint will not affect how we handle your case.

The Legal Ombudsman could also help you if you are not happy with our work or service and need to put things right. This could include things like giving you unclear advice, losing your documents or not explaining issues properly so you do not understand.

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- i. Within six months of receiving a final response to your complaint, and
- ii. No more than six years from the date of act/omission; or
No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them. Contact details:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 – 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

The Solicitors Regulation Authority could also help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority via the website or by calling 0370 606 2555.

If you are unhappy about the way we manage your personal information you have a right to object to the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (Tel: 0303 123 1113). <https://ico.org.uk/make-a-complaint/>

Data protection

By your agreeing to IMD Solicitors LLP acting for you, you are consenting, in accordance with UK GDPR (meaning Regulation (EU) 2016/679 as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018 and as amended by Schedule 1 of the data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019 (SI 2019/419)) and the Data Protection Act 2018, to IMD Solicitors LLP holding and processing in any form, and transferring, data we collect in relation to you for the purposes of providing legal services. For details as to how we use the data we collect about you, please refer to our Privacy Policy which is available on our website. No information concerning you or the matter with which we are dealing with on your behalf will be disclosed or passed onto a third party without your specific authority.

If you are a business (whether by virtue of being a sole trader, partnership, company or any other incorporated or unincorporated entity) you hereby agree to IMD Solicitors LLP to publish on our website, media or any marketing or other commercial material that we have acted for you along with your logo, trademark, business name or any other trading name that you may use. We will not publish any details of the nature of your case. You may withdraw this consent at any time by contacting our data protection officer, details of whom can be found in our Privacy Policy.

Solicitors are under a professional and legal obligation to keep the affairs of clients confidential. This obligation, however, is subject to a statutory exception: recent legislation on money laundering and terrorist financing has placed solicitors under a legal duty in certain circumstances to disclose information to the National Crime Agency. Where a solicitor knows or suspects that a transaction on behalf of a client involves money laundering, the solicitor may be required to make a money laundering disclosure. If this happens, we may not be able to inform you that a disclosure has been made or of the reasons for it because the law prohibits this.

Storage of documents

We are entitled to keep all the papers and documents generated by us or received from you or other persons (including original documents) if some or any sums owing by you to us have not been paid at the end of our work on the matter or after the termination of the retainer.

We normally keep papers for no more than 3 years (except for those you ask us to return to you). We keep the papers on your acceptance that at the end of 3 years after the date of the final invoice we sent to you we have your express authority to destroy the papers. However, we will not destroy papers you have expressly asked us to deposit in safe custody.

We do not usually charge for retrieving papers or documents held in storage where you are providing continuing or new instructions. We may charge (based on the time we spend in producing stored papers or documents) for producing them to you or to another person at your request.

This document shall be governed by and construed in accordance with the law of England and Wales and each party agrees to submit to the exclusive jurisdiction of the courts of England and Wales.

If you require any further information, have any queries, or need advice on any aspect of the above please do not hesitate to contact us.

Yours sincerely,

IMD Solicitors LLP