

Privacy Policy v2.2

Effective Date: 08 Sept 2025

At The Telecoms Advocate Ltd, we are committed to protecting your personal information and handling it responsibly. This Privacy Policy explains how we collect, use, and safeguard personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable UK privacy laws.

1. Who We Are

The Telecoms Advocate Ltd is a company registered in England and Wales providing advocacy, dispute resolution, and advisory services in the telecoms sector. For the purposes of data protection law, we are the data controller.

Company Details:

- Company Name: The Telecoms Advocate Ltd
- Company Number: 16694159
- Registered Office: 124–128 City Road, London, EC1V 2NX
- Email: contact@thetelecomsadvocate.com
- Phone: 02031 431390
- Website: www.thetelecomsadvocate.com

2. What Information We Collect

We may collect and process the following personal data:

- Name, business name, and contact details
- Details of your telecoms services, contracts, or disputes
- Communications with you (emails, notes, call records)
- Billing and payment information
- Any data provided via our website contact form or direct enquiry

3. How We Use Your Information

We process your personal data to:

- Deliver our services, including dispute resolution and telecoms advice
- Respond to your enquiries and communicate with you
- Keep internal records and manage client matters

- Meet our legal and regulatory obligations
- Improve our website and services (through anonymous analytics)

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

4. Lawful Basis for Processing

We process your personal data under one or more of the following lawful bases:

- **Consent** – where you have given clear permission for us to process your data.
- **Contract** – where processing is necessary to fulfil our contract with you.
- **Legal obligation** – to comply with legal or regulatory duties.
- **Legitimate interests** – for activities necessary to run our business and provide our services (e.g. client communication, record keeping), provided your rights do not override our interests.

5. How We Store and Protect Your Data

We use secure systems and take reasonable technical and organisational measures to safeguard personal data against unauthorised access, loss, or disclosure. Data may be stored electronically with secure backups. Access is restricted to those working on your matter.

6. Who We May Share Your Data With

We may share your information:

- With your express consent (e.g. when referring you to a solicitor or other specialist)
- With third-party professionals working on your case (e.g. legal counsel, ADR bodies)
- As required by law or regulatory authority (e.g. Ofcom, Information Commissioner's Office)
- With IT service providers, only where necessary and under contract

All such sharing is proportionate and compliant with UK GDPR.

7. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your data
- Request correction of inaccurate or incomplete data

- Request deletion of your data (in certain circumstances)
- Object to or restrict how we process your data
- Data portability (in some cases)
- Withdraw your consent at any time, where processing is based on consent

Please contact us using the details in Section 1 to exercise your rights.

8. How Long We Keep Your Data

We retain personal data only as long as necessary for the purposes for which it was collected, including any legal or regulatory requirements. Files relating to client matters may be kept for up to 6 years after closure.

9. Cookies and Website Use

Our website may use cookies for basic functionality and performance analysis. You can manage cookie preferences via your browser settings. For further details, please see our Cookie Policy.

10. Updates to This Privacy Policy

We may update this policy periodically. The most recent version will always be available on our website.

11. How to Complain

If you are unhappy with how we have handled your personal data, please contact us first. You also have the right to complain to the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Helpline: 0303 123 1113