

Privacy Policy

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1. Who We Are

Ensure Legal is a specialist Lasting Power of Attorney preparation service operated by Stephen Knowles, trading as Ensure Legal. Our registered address is Queensgate House, 48 Queen Street, Exeter EX4 3SR. Stephen Knowles is the data controller for the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. If you have any questions about this policy or how we handle your data, please contact us at info@ensurelegal.co.uk or call 07838 161535.

2. What Personal Data We Collect

When you submit an enquiry through our website contact form, we collect your full name, telephone number, email address, and any information you choose to include in the message field. We do not collect any special category data (such as health information) through our website. Any sensitive information discussed during a consultation is handled in accordance with this policy and our professional obligations.

3. How We Use Your Data

We use the information you provide to respond to your enquiry, arrange a consultation, and provide you with our LPA preparation service. We do not use your data for marketing purposes without your explicit consent. We do not sell, rent, or share your personal data with third parties for commercial purposes.

4. Legal Basis for Processing

We process your personal data on the basis of legitimate interests — specifically, to respond to your enquiry and provide the service you have requested. Where we enter into a service agreement with you, we also process your data on the basis of contractual necessity.

5. How Long We Keep Your Data

Enquiry data submitted through our contact form is retained for 12 months unless you become a client, in which case your data is retained for 7 years from the end of our engagement in accordance with standard professional practice. You may request deletion of your data at any time, subject to any legal or professional obligations we have to retain it.

6. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or disclosure. Our website is served over HTTPS. Enquiry data is received by email and stored securely. We do not store payment card information.

7. Cookies

Our website uses essential session cookies required for core functionality. We also use analytics cookies to understand how visitors use the site. You can manage your cookie preferences through the consent banner when you first visit the site. Accepting or rejecting non-essential cookies does not affect your ability to use the site.

8. Your Rights

Under UK GDPR, you have the right to access the personal data we hold about you, request correction of inaccurate data, request deletion of your data (subject to legal obligations), object to processing, and request restriction of processing. To exercise any of these rights, please contact us at info@ensurelegal.co.uk. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk if you believe your data has been handled unlawfully.

9. Third-Party Services

Our website is hosted on WordPress.com. Email communications are processed through our email provider. We do not use third-party marketing platforms or CRM systems to store your personal data. Any third-party services we use are subject to their own privacy policies and data processing terms.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available on our website. We will notify existing clients of any material changes by email.