



Privacy Policy

This privacy policy covers personal information which is collected by or on behalf of Cloisters via our website. It outlines what we do with the information we collect about you, how it is used and shared and how you can view or change the information that we hold.

This policy does not cover information which Chambers or individual barristers within Chambers may hold as a result of carrying out their professional duties or administering their practices or Chambers as a whole. Nor does it cover information which Chambers may hold in the ordinary course of its business.

Collection of Information via our Website

We will collect information supplied by you in the 'Request a call back' function or by filling out a direct access form. We will only use this information for the original intended purpose; it is not stored on a public server and is not shared with third parties. We may monitor and keep records of email communications which you send to us and other communications with you in accordance with this policy.

Use of Information

We will use your information for the sole purpose of responding to your communication with us. In order to respond to your communication accurately, we may distribute your information internally only. Your information will not be placed on a mailing list, and you will not receive any unsolicited material from us.

Security of Information

We are committed to ensuring that your information is secure. We take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Deleting your Information

We retain your personal data for as long as required to provide a service to you unless you ask us to delete it. We will delete or anonymise your information at your request unless:

- There is an unresolved issue, such as claim or dispute;
- We are legally required to; or
- There are overriding legitimate business interests, including but not limited to fraud prevention and protecting customers' safety and security.

Accessing and Correcting your Information

If you believe that any information we are holding on you is incorrect or incomplete, or you would like your details removed from our system, please contact us on 020 7827 4000 or email to clerks@cloisters.com.

We will promptly correct any information found to be incorrect

Cookies

Cookies are small text files that are stored on your browser or device by websites, apps, online media, and advertisements. This website uses cookies for the purposes of enhancing the services we are able to offer via this website. This website also uses cookies to measure how many people are using this website so that we may improve our services in the high traffic sections of the website.

Additional Information

You can find out more information about data collection and processing on the ICO's website:

<https://ico.org.uk>