

Richard Knight and Company: Standard Terms and Conditions 2021

We (or Us) are:

Richard Knight and Company a solicitor's practice established in 1986.

"Fixed Fee" or "Quotation" for Legal Work this will be the charge made to you

"Expenses" will be agreed from time to time and means payments we make (including vat) on your behalf such as court fees, fees for medical reports and barrister's fees.

"Bill" your legal bill for doing the Work.

"Legal Work" Includes a file set up fee (ID, database creation and initial Regulation compliance) charged on a time basis. For a small case matter this might be fifteen minutes per client.

Chargeable Work will include making file notes of interviews and telephone conversations, emails sent and received, letters, calls, preparation, consideration and advice.

All Legal work is chargeable as units of 1/10th of an hour ie six minutes per unit.

The hourly rate is £250 plus vat per hour plus vat at current rate. If the matter goes to Court or the matter needs very urgent consideration and attention, the rate is £280 plus vat per hour. Rates are reviewable every January 1st.

Examples of charges:

You send us a short email requesting an update or providing some information. This will be regarded as one unit of work. The charge for this is £25 plus vat.

You send us a long email with many different enquiries and queries. This may be time charged. If it takes us twenty minutes to compile an answer the charge will be for three 6 minute units ie £75 plus vat.

Generally speaking, we may at our discretion decide not to charge for short emails we send or receive that don't require any action or consideration, or are not relevant to the facts, such as "Hi Richard, many thanks for your email. I'll be in touch."

Document preparation, such as a statement for you to sign in a case, will also be charged at unit rates. So a document which takes us 30 minutes to prepare will be charged at 5 units, ie £125 plus vat.

A serious disputed matter. We may wish to obtain a second opinion from a Barrister. This might be £750 plus vat through to £2000 plus vat depending on the amount and degree in dispute.

Agreement with us to advise you on a contentious matter does not necessarily mean we will represent you in court proceedings.

We may

require a payment on account of a Legal Bill or Work done or to be done

send you an interim bill

deduct from a Bill we have submitted to you any monies which we hold on your behalf

keep your papers until our bill has been paid or resolved

give you reasonable notice that we propose to stop acting for you if you do not honour these terms

make a charge for producing archived papers or copies of them to you or to another at your request.

require an electronic verification of your ID using a third party ID verifier. There will be a supplemental charge for this and we would notify you in advance

We will

keep your file of papers (except papers which you ask to be returned to you) in line

with our current policy on Storage and Retention of documents

not destroy documents we have agreed in writing to keep safe.

try to resolve any problem quickly under our Complaints procedure. Please ask to see a copy.

We will store your personal information and keep it confidential. See Data Protection.

A. Complaints procedure

- A.1. If you are unhappy about our service you have a right to complain. We will provide you with a copy of our Complaints Procedure. If you are still unhappy you have a right to complain to the Legal Ombudsman (“LeO”):

enquiries@legalombudsman.org.uk 0300 555 0333

PO Box 6806
Wolverhampton
WV1 9WJ

There are time limits. See their web site at legalombudsman.org.uk

B. General Matters and Regulatory and Policies

For these:

- B.1. Storage of papers and documents
- B.2. Termination of the agreement and
- B.3. Confidentiality and
- B.4. Money Regulations and
- B.5. Service Standards
- B.6. Professional Indemnity Insurers
- B.7. Solicitors Regulatory Authority (SRA) references and professional ID

Please see www.richardknight.co.uk/regulatory

If you are unable to enjoy internet access please request a written copy before accepting.

Required ID (unless you have given us Legal Work in the last three years)

One of LIST A (to prove your identity):

Photographic passport] or [photo driving licence] -Please enquire if neither of these is applicable

One of LIST B (to prove your current address):

Recent (not more than three months old) [Bank Statement] or [Utility Bill] or [Council Tax notification]

We reserve the right to require further or additional ID where appropriate

Please keep this important document in a safe place for future reference.

Next page:important

Data Protection and Retention Information and Consent Form

Richard Knight and Company GDPR Consent Information

case.key

Client Client_(global).Full_Name/Company_Name

We need to gather and use information or 'data' about you as part of our business to protect you and to manage our relationship with you.

What Information does the Company Collect?

The Company collects and processes a range of information about you, this includes:

- Contact details and date of birth
- Gender
- Marital status
- 2 forms of identification documents including photographic identification and utility bills
- Any other category of personal data which we may notify you of from time to time.

How does the Company collect your Personal Information?

We may collect personal information about you in a variety of ways. It is collected during the course of your instruction, either directly from you or sometimes from a third-party such as an agency.

Your personal information may be stored in different places, including in your file, in the Company's case management system and in other IT systems, such as e-mail.

Why does the Company Process Personal Data?

The Company needs to process data for contractual purposes to enter into an agreement with you and to meet its obligations. In some cases, the Company needs to process data to ensure that it is complying with its legal obligations.

Who has Access to my Data?

We may share your personal information with third-party service providers (and their designated agents) for the purpose only of carrying out your instructions to us for a specific legal application such as house conveyancing, making a Will, Probate and commercial work.

How long does the Company keep my data?

We will only retain your personal information for as long as is necessary to fulfil the purposes for which it was collected and processed, including for the purposes of satisfying any legal, tax, health and safety, reporting or accounting requirements.

Your rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request
- Require the Company to change incorrect or incomplete data
- Require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- Object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing. If you would like to exercise any of these rights please contact richard@richardknight.co.uk

We **take** the protection of your data very seriously.

Next page: Data Protection Retention: **Consent** form for YOUR RETENTION

