

OUR VOICE LEGAL LIMITED

Privacy Policy

www.ourvoicelegal.com

Last updated: 2 October 2026

Our Voice Legal Limited respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, share and protect personal data when you visit our website, contact us, make an enquiry, become a client, or otherwise use our services.

For the purposes of UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, Our Voice Legal Limited is the data controller in respect of the personal information described in this policy.

1. Who we are

Our Voice Legal Limited provides legal support, case preparation, document assistance, family court support and related services to individuals, including litigants in person. Our services may include support relating to family law, child arrangements, domestic abuse and protective orders, financial matters, employment disputes, housing and landlord and tenant matters.

Our Voice Legal Limited
Manor House, Suite 5, Cranes Farm Road, Basildon, Essex, SS14 3DF
Email: admin@ourvoicelegal.com
Telephone: 07760 125 241 / 07707 887 414
Website: www.ourvoicelegal.com

2. Personal information we may collect

The information we collect depends on the nature of your enquiry or the services we provide to you. We may collect:

Identification and contact information

- full name, date of birth and contact details;
- postal and previous addresses;
- email address and telephone number;
- National Insurance number where relevant to a service or court fee application;
- identification documents where reasonably required.

Information about your case

- court proceedings, case numbers, court orders, applications and statements;
- correspondence from courts, solicitors, barristers, other parties or professionals;
- witness statements, evidence, photographs, screenshots, recordings and other documents;
- police, Cafcass, local authority or safeguarding information;
- financial disclosure, employment documents, property information and business information.

Family and children's information

- information about children, parents, former partners, spouses and family members;
- dates of birth, addresses, schools and living arrangements;
- child arrangements and contact proposals;
- safeguarding concerns and allegations of harm or abuse.

Financial information

- income, benefits, savings, debts and liabilities;
- bank account information and financial disclosure;
- property, mortgages, pensions and business interests;
- payment and invoice information relating to our services.

Website and enquiry information

- name, email address, telephone number and the content of an enquiry;
- IP address, browser or device information;
- website usage and cookie information, where collected.

3. Special category and sensitive personal data

Because of the nature of our work, you may provide us with particularly sensitive personal information. This may include information concerning physical or mental health, disability, racial or ethnic origin, religion or beliefs, sexual life or sexual orientation, medical treatment, domestic abuse, safeguarding, children and vulnerable adults.

We only process this type of information where it is relevant and necessary for the services being requested and where permitted by law. In family and domestic abuse matters, clients may disclose information of a highly personal nature. We treat such information with particular care and restrict access to those who reasonably need it.

4. Criminal offence information

Some cases may involve information relating to alleged or actual criminal offences, police investigations, arrests, cautions, convictions, protective orders or allegations of criminal conduct. Where we process criminal offence information, we do so only where necessary and where permitted under applicable data protection legislation.

5. How we obtain personal information

We may obtain personal data:

- directly from you;
- through our website, telephone, email, WhatsApp or other agreed communication methods;
- during consultations, meetings or case preparation;
- from documents and evidence you provide;
- from your authorised representative;
- from solicitors, barristers, mediators, experts or other professionals;
- from courts and tribunals, Cafcass, local authorities, children's services or police where lawfully disclosed;
- from the other party to proceedings or witnesses;
- from publicly available sources where relevant and lawful.

Where you provide personal information about another person, you should only provide information that is genuinely relevant to your matter.

6. How we use personal information

We may use personal data to:

- respond to enquiries and conduct initial consultations;
- decide whether we are able to assist you;
- provide agreed services and manage your matter;
- review evidence and prepare correspondence, statements, applications, schedules, chronologies and court documents;
- communicate with clients, courts, other parties and professionals where authorised;
- support individuals affected by domestic abuse or safeguarding concerns;
- manage invoices, payments and business records;
- comply with legal and regulatory obligations;
- prevent fraud, misuse or security threats;
- establish, exercise or defend legal claims;
- deal with complaints and improve our services.

7. Our lawful bases for processing

Under UK data protection law, we must have a lawful basis for using personal information. Depending on the circumstances, we may rely on one or more of the following:

Contract

Where processing is necessary to provide services you have asked us to provide or to take steps at your request before entering into an agreement.

Legitimate interests

We may process information where this is reasonably necessary for the legitimate operation of our organisation, including managing client matters, responding to enquiries, keeping appropriate records, protecting our business, preventing fraud, maintaining security and establishing or defending legal claims. We will not rely on legitimate interests where your rights and interests override those interests.

Legal obligation

We may process information where necessary to comply with a legal obligation.

Consent

In some circumstances we may ask for your consent. Where processing is based on consent, you may normally withdraw that consent at any time. Withdrawal does not affect processing that took place before consent was withdrawn.

8. Special category information

Where special category data is processed, we will also rely on an appropriate condition permitted by UK data protection law. Depending on the circumstances, this may include processing necessary for the establishment, exercise or defence of legal claims, for reasons of substantial public interest where applicable, to safeguard individuals at risk, where you have provided explicit consent, or where another lawful condition applies.

9. Information about other people

Clients frequently provide information concerning former partners, spouses, children, witnesses, relatives, professionals and opponents in proceedings. We may process this information where it is relevant and reasonably necessary for the client's matter. Receiving information about another person does not mean that we accept the truth of any allegation contained within it.

10. Children's personal data

We regularly assist with matters concerning children, particularly child arrangements and safeguarding cases. We may therefore process children's personal information where necessary for a client's matter.

- names, dates of birth and addresses;
- schooling and education information;
- health and safeguarding information;
- wishes and feelings where recorded in case material;
- contact and living arrangements;
- court reports and information provided by Cafcass or local authorities.

We recognise that children's information requires particular protection and will only use it where reasonably necessary for the relevant matter.

11. Domestic abuse and safeguarding information

Some clients approach us because they have experienced, or are alleged to have experienced, domestic abuse, coercive or controlling behaviour, physical abuse, psychological or emotional abuse, sexual abuse, financial abuse, harassment, stalking, threats or other safeguarding concerns.

We understand the sensitivity of this information. Such information will ordinarily be used only for purposes connected with the client's case, support needs, safeguarding, court proceedings or legal claims.

12. Who we may share personal information with

We do not sell personal data. Where necessary and appropriate, information may be shared with:

- courts and tribunals, including HM Courts & Tribunals Service;
- Cafcass, local authorities, children's services, police or other public authorities where appropriate or legally required;
- solicitors, barristers, mediators, experts, interpreters, process servers and other professionals involved in a matter;
- IT, cloud, website hosting and communications service providers;
- payment processors, accountants, insurers and professional advisers;
- regulatory, governmental or law enforcement bodies where disclosure is legally required or otherwise permitted.

Information will only be shared where there is an appropriate lawful reason to do so.

13. Courts and litigation

If you instruct us in connection with court proceedings, information you provide may ultimately be filed at court, disclosed to another party, included within a court bundle, referred to during a hearing, shared with Cafcass or another professional, or considered by a judge.

You should therefore understand that confidentiality does not necessarily mean that information relevant to litigation can always remain private from the other party or the court. We will endeavour to explain where information is likely to be disclosed.

14. Service providers and data processors

We may use trusted third-party service providers to help us operate our organisation, website, communications, document storage, payment systems and other administrative functions. Where a provider processes personal data on our behalf, we expect appropriate contractual and security measures to be in place.

15. International transfers

Some technology or cloud service providers may store or process personal information outside the United Kingdom. Where this occurs, we will take reasonable steps to ensure that an appropriate legal safeguard is in place, such as an adequacy regulation, recognised contractual safeguards or another lawful transfer mechanism.

16. How long we keep personal information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including to provide services, respond to enquiries, comply with legal obligations, maintain appropriate business records and establish or defend legal claims.

Retention periods may vary according to the type of information and the nature of the matter. When information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it.

17. How we protect personal information

We take reasonable technical and organisational measures to protect personal information from unauthorised access, loss, misuse, alteration or disclosure. These measures may include access controls, password protection, secure electronic storage, restricted staff access and appropriate confidentiality requirements.

No internet, email or electronic storage system can be guaranteed to be completely secure. You should take care when sending sensitive information electronically and contact us if you are unsure how best to provide a document.

18. Your data protection rights

Depending on the circumstances, you may have the right to:

- ask for access to personal data we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to erase personal information in certain circumstances;
- ask us to restrict processing in certain circumstances;
- object to certain processing based on legitimate interests;
- request data portability where applicable;
- withdraw consent where we rely on consent;
- raise a concern or complaint about how your information is handled.

These rights are not absolute. In some circumstances we may be entitled or required to retain information, including where it is relevant to legal proceedings, legal claims, safeguarding or legal obligations.

To exercise a data protection right, please contact us using the details in section 23. We may need to verify your identity before acting on a request.

19. Cookies and website technologies

Our website may use cookies or similar technologies to operate correctly, remember preferences, understand website usage or support security and analytics.

Where consent is required for non-essential cookies, those cookies should not be placed unless and until consent has been obtained through the website's cookie controls. You can also manage cookies through your browser settings.

The cookies actually used on the website may change from time to time. The website's cookie banner and any cookie information page should accurately reflect the cookies and third-party technologies in use.

20. Marketing communications

We may contact existing or prospective clients about our services where permitted by law. Where consent is required, we will seek it. You can ask us to stop sending marketing communications at any time by using any unsubscribe option provided or by contacting us.

Service communications about an active enquiry, appointment, payment or case are not marketing communications and may still be sent where necessary.

21. Links to other websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices of other websites. You should read the privacy information provided by any third-party site before supplying personal information.

22. Complaints and the Information Commissioner's Office

If you have concerns about how we use your personal information, please contact us first so that we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection. Information about making a complaint is available at www.ico.org.uk.

23. Contact us

If you have any questions about this Privacy Policy, wish to exercise a data protection right, or have a concern about how your information is handled, please contact:

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Suite 5
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Essex
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24. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements or how we handle personal information. The latest version should always be published on our website with the date it was last updated.

Website implementation note: the published cookie banner and cookie settings should be configured to match the cookies and tracking technologies actually used on the website.