

DOCUMENT	Privacy Notice
VERSION	October 2026
ISSUED BY	Barrow Legal Ltd
SRA NUMBER	8015375
ENQUIRIES	info@barrow-legal.com

CLIENT INFORMATION

Privacy Notice

This notice explains what personal data Barrow Legal collects, why we use it, who we share it with and the rights you have. It applies to clients, people who contact us, visitors to our website and other people whose information we receive in the course of our work.

01

Who we are

Barrow Legal Ltd ("Barrow Legal", "we", "us") is the controller of your personal data. We are a company registered in England and Wales (company number 17034965), authorised and regulated by the Solicitors Regulation Authority (SRA number 8015375).

- **Address:** St Georges House, 6 St Georges Way, Leicester LE1 1QZ
- **Email:** info@barrow-legal.com
- **Telephone:** 020 3038 3560
- **ICO registration number:** 00015890619

Please address any data protection question or request to our Data Protection Lead at the contact details above.

Barrow Legal

St Georges House
6 St Georges Way
Leicester LE1 1QZ

Contact

T 020 3038 3560
WhatsApp 07765 758577

Online

info@barrow-legal.com
www.barrow-legal.com

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The information we collect

Depending on how you deal with us, we may collect:

- **Identity and contact details:** name, date of birth, nationality, address, email, telephone and WhatsApp number.
- **Identity documents:** passports, national identity cards, residence permits and visas.
- **Immigration history:** previous applications, refusals, appeals, travel history and Home Office correspondence.
- **Family and relationship details:** information about your partner, children, parents and other relatives, including DNA test results where parentage must be proved.
- **Financial and employment information:** bank statements, payslips, employment contracts and tax records. For businesses, this includes company records, HR records and information about sponsored workers.
- **Special category and criminal offence data:** where relevant to your case, information about your health, religion, ethnicity, sexual orientation, political opinions, and any criminal convictions or allegations.
- **Payment details:** information needed to take payment of our fees and disbursements.
- **Communications:** emails, letters, WhatsApp messages and notes of telephone calls.
- **Website data:** information collected through our website forms and, where you agree, through cookies. See our Cookie Policy.

We collect this information from you, and from others with your authority, such as your sponsor, employer, family members, previous representatives, the Home Office and the tribunals. We may also use publicly available sources such as Companies House.

You do not have to give us your information, but most of it is needed to act for you. The Home Office requires much of it by law for an application, and if you do not provide it we may be unable to take on or continue your case.

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How we use your information

WHAT WE USE IT FOR	LAWFUL BASIS UNDER THE UK GDPR
Answering your enquiry and holding a consultation	Steps at your request before entering a contract; our legitimate interest in responding to enquiries
Providing legal advice and preparing and submitting your application, appeal or claim	Performance of our contract with you
Checking your identity and preventing fraud	Legal obligation; our legitimate interest in preventing fraud and protecting our clients
Keeping proper records, meeting SRA rules and our insurance obligations	Legal obligation; our legitimate interest in running a regulated practice
Billing, taking payment and keeping accounts	Performance of our contract; legal obligation (tax and accounting)
Handling complaints and defending legal claims	Legal obligation; our legitimate interest in resolving complaints
Sending updates and marketing about our services	Your consent, or our legitimate interest for existing clients (you can opt out at any time)
Measuring how our website and adverts perform	Your consent, given through our cookie banner

Where we use special category data or criminal offence data, we do so because it is necessary to establish, exercise or defend legal rights, including giving legal advice, under Article 9(2)(f) of the UK GDPR and Schedule 1, Part 3, paragraph 33 of the Data Protection Act 2018. Where that does not apply, we will ask for your explicit consent.

We do not make decisions about you using only automated means.

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Who we share it with

We only share your information where it is needed for your case or to run our practice, and we require anyone acting for us to keep it secure. We may share it with:

- the Home Office (UK Visas and Immigration), British embassies and visa application centres;
- courts and tribunals, including the First-tier and Upper Tribunal (Immigration and Asylum Chamber);
- barristers, country experts, translators, interpreters, DNA testing providers and other experts we instruct on your case;
- overseas law firms we introduce you to, only with your agreement;
- the person or organisation who referred you to us, limited to confirming that you became a client, so that any agreed referral fee can be paid;
- our professional advisers, accountants, auditors and insurers;
- the SRA, the Legal Ombudsman and other regulators or law enforcement bodies where the law requires it;
- our IT and service providers, including our case management, email, cloud storage, website, telephone and payment providers.

We do not sell your personal data.

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International transfers

Some of our team members and service providers are based or store data outside the UK. Where your data is transferred outside the UK, we make sure it is protected, either because the UK government has confirmed the country gives adequate protection, or by using the International Data Transfer Agreement or the UK Addendum to the EU standard contractual clauses. You can ask us for details.

If your case involves an application made from abroad, we may also need to send information to you, your family or a visa application centre in another country.

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How long we keep it

We keep client files for at least **6 years** after your matter ends, which allows for any complaint or claim. We may keep information longer where you are on a route to settlement or citizenship and your history is likely to be needed for a future application, or where the law requires it. Enquiries that do not become instructions are deleted after 12 months.

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How we keep it secure

We use secure, access-controlled systems, multi-factor authentication and encrypted storage. Our staff are trained in confidentiality and data protection, and our professional duty of confidentiality applies to everything you tell us.

Scam warning: we will never change our bank details by email or message. Always call us on 020 3038 3560 to confirm our bank details before sending money.

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Your rights

You have the right to:

- ask for a copy of the personal data we hold about you;
- ask us to correct information that is wrong or incomplete;
- ask us to delete your information, where we no longer need to keep it;
- ask us to restrict how we use your information;
- object to how we use your information, including for direct marketing;
- ask us to transfer information you gave us to another organisation, where this applies;
- withdraw your consent at any time, where we rely on consent.

Some rights are limited, for example where legal professional privilege applies or we must keep records by law. We will respond to requests without undue delay and within one month, unless the law allows more time.

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Your right to complain

If you are unhappy with how we have handled your personal data, you have the right to complain to us. You can complain by email, telephone, post or using the data protection complaint form on our website. We will acknowledge your complaint within 30 days, look into it and tell you the outcome without undue delay.

If you are not satisfied with our response, you can complain to the Information Commissioner's Office (ICO):

- Website: ico.org.uk/make-a-complaint
- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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Changes to this notice

We review this notice regularly. The latest version will always be on our website.

Barrow Legal is the trading name of Barrow Legal Ltd, authorised and regulated by the Solicitors Regulation Authority (SRA number 8015375). This document was last reviewed in October 2026. The latest version is always available at www.barrow-legal.com.

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