RL Law Ltd - Privacy Notice

Last Updated: 01/09/2026

1. Who we are

RL Law Ltd ("RL Law", "we", "us" or "our") is a firm of solicitors authorised and regulated by the Solicitors Regulation Authority under SRA number 8016210. We are registered in England and Wales under company number 17129795, and our registered office is at 41 High Street, Wargrave RG10 8BU.

For the purposes of UK data protection law, RL Law is ordinarily the controller of the personal data we process about you in connection with the legal services we provide. We are registered with the Information Commissioner's Office (ICO), registration number ZC230766.

2. The personal data we collect

Depending on the nature of your matter and your relationship with us we may collect and process the following categories of personal data about you:

- contact details (name, home and/or business address, email address, telephone number);
- identity data (date of birth, nationality, passport/driving licence/other ID document details, National Insurance number);
- financial data (employment history, bank account details, income and expenditure information, source of funds/wealth, payment history);
- property and transaction data (details of the property, the transaction, related parties, lender information, quotes and service history);
- communications with us (emails, letters, telephone calls, updates via the Revo Legal client portal);
- marketing preferences and consent records; and
- technical data relating to your use of our client platform (for example, IP address, browser/device information).

In some matters we may also need to process special category data or information about criminal convictions or offences. For example, health information relevant to a lasting power of attorney matter, or information arising from anti-money laundering or fraud checks. We only process this data where the law allows us to, as set out in section 4 below.

3. How we collect your personal data

We collect your data:

- directly from you (when you request a quote, provide instructions, upload documents, or otherwise communicate with us);
- from intermediaries (such as estate agents, mortgage brokers, lenders, other parties' solicitors, and (where relevant) attorneys or personal representatives);
- from identity verification and anti-money laundering service providers instructed to help us meet our regulatory obligations;
- from HM Land Registry, the Electoral Roll and other public registers;
- via the Revo Legal portal provided by JBR Tech Ltd, which is used to manage client matters and through which some of your data is collected and passed to us;
- when you access email updates from the Revo Legal portal;
- from referral sources or introducers; and
- otherwise in the normal course of providing professional services.

4. How and why we use your personal data

We may process your data for the following purposes:

- to provide conveyancing and other legal services you have instructed us to carry out;
- to verify your identity and carry out client due diligence and AML checks;
- to comply with our regulatory obligations to the SRA, Legal Ombudsman and other regulators;
- to carry out conflict of interest checks (including in relation to prospective new clients or new instructions);
- to communicate with you about your matter and to manage our relationship with you;
- to liaise with lenders, estate agents, other parties' solicitors, HM Land Registry and HMRC as necessary to progress your transaction;
- to operate and improve the case-management platform through which your matter is progressed;
- monitoring and improving the effectiveness of our services, including by training our staff;
- to deal with complaints, insurance and professional indemnity matters, and to establish, exercise or defend legal claims;
- to send you service-related updates about your matter;
- to send you marketing about other services (only where you have agreed to this);
- for our legitimate interests, unless the interests are overridden by your interests; and
- any other purpose for which you provide us with your personal data.

Where we process special category data or information about criminal offences, we do so because it is necessary for the establishment, exercise or defence of legal claims, for reasons of substantial public interest (for example, the prevention or detection of unlawful acts, or compliance with our regulatory obligations), or because you have given us your explicit consent.

5. Who we share your data with

We may share your personal data with:

- third parties we engage to assist in providing our professional services, such as lawyers, other professional services firms, IT and other consultants, public relations advisers, translators and / or couriers;
- other parties to your transaction and their legal representatives including other parties' solicitors, estate agents and mortgage brokers, lenders and their conveyancing/lender panels;
- HM Land Registry, HMRC and other government bodies where required to progress or register your matter;
- identity verification and anti-money laundering / fraud prevention service providers;
- other law firms and professional advisers instructed in connection with your matter;
- our professional indemnity insurers and our own professional advisers; and
- the Solicitors Regulation Authority, the Legal Ombudsman, the Information Commissioner's Office, the police and other regulators, courts or law enforcement bodies, where we are required or permitted to do so.

6. International transfers

Providing our services may require transferring your personal data outside the UK. Where we do so, we ensure the transfer is compliant with data protection law, for example because it is necessary for providing our services or for establishing, exercising or defending legal claims, or because appropriate safeguards are in place. Further information is available on request.

7. How long we keep your data

We only keep personal data for as long as necessary for the purposes set out in this notice, including to meet legal, regulatory and accounting requirements. In many cases, this will mean we retain your data for as long as we retain copies of the matter files. This will generally not be less than 16 years from the date the file is closed. Longer retention period may be appropriate in certain circumstances.

8. Your rights

Under UK data protection law you have the right to:

- obtain access to, and copies of, the personal data we hold about you;
- require us to correct any inaccurate or incomplete personal data;
- request erasure of your personal data in certain circumstances;
- ask us to restrict our processing of your personal data in certain circumstances;
- receive personal data you have provided to us in a portable format, in certain circumstances;
- object to processing based on our legitimate interests, on grounds relating to your particular situation;
- withdraw consent at any time, where our processing is based on consent; and
- complain to the Information Commissioner's Office.

These rights are not absolute and are subject to certain exemptions. To exercise any of these rights, please contact us using the details in section 13 below.

9. Cookies and our website

This notice concerns the personal data RL Law processes as your solicitor.

Cookies and analytics used on the revo.legal website itself are addressed in JBR Tech Ltd's privacy policy at revo.legal/privacy-policy.

10. Data security

We use appropriate technical and organisational measures to protect your personal data, including access controls, encryption of sensitive data, and staff training.

11. Changes to this notice

We may update this notice from time to time to reflect changes in our processing or in the law. Any changes will be published on this page.

12. How to contact us

If you have any questions about this notice or how we handle your personal data please contact Piers King at piers@revo.legal, or by post at 41 High Street, Wargrave RG10 8BU.