



Resolve Legal Solutions
3rd Floor, Merchants Court
2-12 Lord Street
Liverpool
L2 1TS

+44 (0)151 640 0928
info@resolvelegalsolutions.com
www.resolvelegalsolutions.com

Data Privacy Notice

Last Updated: 1st June 2026

1. Introduction

Resolve Legal Solutions (NW) Ltd ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, store, share, and protect your personal information when you visit our website, contact us, or use our services.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable data protection laws.

2. Our Role: Data Controller and Data Processor

For the purposes of UK data protection legislation, Resolve Legal Solutions (NW) Ltd may act as either a **Data Controller** or a **Data Processor**, depending on the nature of our involvement and the services being provided. The UK GDPR distinguishes between organisations that determine how and why personal data is processed (Controllers) and those that process personal data on behalf of another organisation (Processors).

[\[ico.org.uk\]](https://ico.org.uk), [\[ico.org.uk\]](https://ico.org.uk)



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Our Contact Details

Resolve Legal Solutions (NW) Ltd

Company Number: 16003388

Registered Office: 23 Farnworth Street, Widnes, England, WA8 9LH

Business Address: 3rd Floor, Merchants Court, 2-12 Lord Street, Liverpool, L2 1TS

Website: www.resolvelegalsolutions.com

Email: info@resolvelegalsolutions.com

When We Act as a Data Controller

We act as a **Data Controller** when we determine the purposes and means of processing personal data. This includes situations where we decide what information is collected, how it is used, and how long it is retained. [\[ico.org.uk\]](http://ico.org.uk), [\[ico.org.uk\]](http://ico.org.uk)

Examples include:

- Managing enquiries submitted through our website or by telephone;
- Assessing eligibility for our services;
- Managing our client relationships;
- Maintaining business records;
- Complying with legal and regulatory obligations;
- Managing complaints and quality assurance processes;
- Conducting marketing activities where permitted by law.

When acting as a Data Controller, we are responsible for ensuring that personal data is processed lawfully, fairly, and transparently and that appropriate security measures are in place to protect that information. [\[ico.org.uk\]](http://ico.org.uk), [\[ico.org.uk\]](http://ico.org.uk)



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When We Act as a Data Processor

In certain circumstances, we act as a **Data Processor** on behalf of another organisation, such as a law firm, solicitor, insurer, claims management company, or other professional services provider. In these situations, the other organisation determines the purposes and means of processing the personal data, and we process the data only on their documented instructions. [\[ico.org.uk\]](https://ico.org.uk)

Examples include:

- Providing administrative or case management support services;
- Obtaining information or documentation on behalf of a client organisation;
- Managing communications with claimants, witnesses, or third parties;
- Processing personal data as part of outsourced legal or claims-related services;
- Performing tasks necessary to support the delivery of services by the Data Controller.

When acting as a Data Processor, we:

- Process personal data only in accordance with the written instructions of the Data Controller;
- Maintain appropriate technical and organisational security measures;
- Ensure confidentiality obligations apply to our personnel;
- Assist Data Controllers in meeting their legal obligations where required;
- Do not use personal data for our own purposes unless permitted by law and we have an independent lawful basis to do so. [\[ico.org.uk\]](https://ico.org.uk), [\[ico.org.uk\]](https://ico.org.uk)



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Determining Our Role

Our role may vary depending on the specific service being provided. In some cases, we may act as a Data Controller for certain processing activities and as a Data Processor for others.

If you are unsure whether Resolve Legal Solutions (NW) Ltd is acting as a Data Controller or Data Processor in relation to your personal information, you may contact us using the details above and we will provide further information.

3. Personal Information We Collect

We may collect and process the following categories of personal data:

- Information You Provide Directly
- Name
- Postal address
- Email address
- Telephone number
- Details relating to your enquiry
- Information relating to legal or claims matters you ask us to assist with
- Any documents you voluntarily provide
- Information Collected Automatically

When you visit our website, we may collect:

- IP address
- Browser type and version
- Device information



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- Website usage information
- Pages visited
- Date and time of visits
- Referral source
- Information Obtained From Third Parties

We may receive personal data (where permitted by law) from:

- Solicitors
- Insurers
- Claims management partners
- Professional advisers
- Publicly available sources
- Regulatory bodies

4. How We Use Your Personal Information

We use your personal information for the following purposes:

Purpose	Lawful Basis
Responding to enquiries	Legitimate Interests
Assessing eligibility for services	Legitimate Interests
Performing contractual services	Contract
Communicating with clients	Contract



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Managing customer relationships	Legitimate Interests
Complying with legal obligations	Legal Obligation
Preventing fraud and misuse	Legal Obligation and Legitimate Interests
Improving our website and services	Legitimate Interests
Sending marketing communications	Consent or Legitimate Interests (where permitted)

The UK GDPR requires organisations to identify a lawful basis for processing personal data.

5. Special Category Data

Where necessary for the provision of legal or claims-related services, we may process special category personal data, such as health information.

Where this occurs, processing will only take place (where permitted) by UK GDPR and supported by an appropriate legal condition.

5A. Handling of Special Category Personal Data

As part of providing legal support, claims assistance, and related services, we may collect and process special category personal data where necessary to establish, exercise, or defend legal claims, assess eligibility for services, or comply with legal obligations. UK GDPR places additional protections around such data and requires an additional condition for processing beyond the standard lawful basis.



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Types of Special Category Data We May Process

Depending on the nature of your matter, this may include:

- Physical or mental health information
- Medical reports and records
- Information regarding disabilities or injuries
- Biometric data where required for identification purposes
- Racial or ethnic origin where relevant to a legal matter
- Information relating to trade union membership where relevant
- Other special category data voluntarily provided by you or your representatives
- Lawful Basis and Conditions for Processing

Where we process special category personal data, we will do so only where:

- You have provided explicit consent;
 - Processing is necessary for the establishment, exercise, or defence of legal claims;
 - Processing is necessary for reasons of substantial public interest as permitted by law;
 - Processing is required to comply with legal or regulatory obligations; or
 - Another lawful condition under Article 9 UK GDPR applies.
- How We Protect Special Category Data

We recognise that special category personal data is particularly sensitive and apply enhanced safeguards, including:

- Restricting access to authorised personnel only;
- Secure electronic storage with appropriate access controls;
- Encryption of data where appropriate;



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- Confidentiality obligations for staff and contractors;
- Secure transfer of information to trusted service providers and legal professionals;
- Regular review of retention periods and security measures.
- Sharing Special Category Data

Where necessary for the provision of our services, special category personal data may be shared with:

- Solicitors and barristers;
- Medical experts and healthcare professionals;
- Insurers and claims handlers;
- Courts, tribunals, and regulatory authorities;
- Professional advisers acting on your behalf.

We will only share such information where there is a lawful basis to do so and appropriate confidentiality and security measures are in place.

Retention of Special Category Data

Special category personal data will be retained only for as long as necessary for the purposes for which it was collected, including the management of legal matters, regulatory requirements, limitation periods, and the resolution of any disputes. When no longer required, the information will be securely deleted, destroyed, or anonymised.



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6. Marketing Communications

We may send information about our services where:

- You have consented to receive such communications; or
- We are permitted to do so under applicable laws.

You may unsubscribe or withdraw consent at any time by contacting us.

7. Who We Share Information With

We may share your personal information with:

- Solicitors and legal professionals
- Insurers
- Claims handlers
- Professional advisers
- IT and website service providers
- Regulatory authorities
- Law enforcement agencies (where required)
- Courts and tribunals (where necessary)

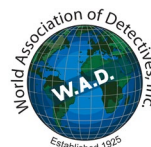
We only share information where there is a lawful basis to do so.

8. International Transfers

We primarily store and process data within the United Kingdom.



Resolve Legal Solutions (NW) Ltd
Registered Address: 23 Farnworth Street, Widnes, WA8 9LH
Company No. 16003388 ICO No. ZB780950 VAT No. GB 480833577
Resolve Legal Solutions is a UK Registered Trademark No: UK00004273022





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If personal information is transferred outside the UK, we will ensure appropriate safeguards are in place as required by UK GDPR.

9. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including legal, regulatory, tax, accounting, and reporting requirements.

Retention periods may vary depending on:

- Nature of the service provided
- Legal or regulatory obligations
- Limitation periods for legal claims

When information is no longer required, it will be securely deleted or anonymised.

10. Security

We implement appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Alteration
- Disclosure
- Destruction



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Although we use appropriate safeguards, no method of transmission over the internet is completely secure.

11. Your Rights

Under UK data protection legislation, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request erasure of your information
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

These rights are subject to certain legal exemptions and conditions.

12. Cookies

Our website may use cookies and similar technologies to improve user experience and analyse website traffic.

Further information can be found in our Cookie Policy.



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13. Complaints

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

You also have the right to complain to:

The Association of British Investigators (ABI)

Website: <https://www.theabi.org.uk>

Telephone: +44 20 8191 7500

The ABI Disciplinary Flowchart can be found at this [LINK](#)

Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113

14. Contact Us

If you have questions about this Privacy Notice or wish to exercise any of your data protection rights, please contact:

Resolve Legal Solutions (NW) Ltd

Website: www.resolvelegalsolutions.com

Email: info@resolvelegalsolutions.com



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