

# Privacy Policy

Last updated: [21/07/2025]

- **1. Introduction**

- This Privacy Policy explains how The Golden Lioness (“we”, “our”, or “us”) collects, uses, and protects personal data when you visit our website or engage our services as a McKenzie Friend.
- We are committed to treating your information with the highest level of confidentiality and comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- **2. Information We Collect**

- We may collect the following personal data:
- Contact details: name, email address, phone number, and postal address.
- Case-related information: details you choose to share that are relevant to your legal matter.
- Website usage data: IP address, browser type, and pages visited (via cookies or analytics tools).
- Correspondence records: emails, messages, or notes from consultations.

- **3. How We Use Your Information**

- The Golden Lioness will only use your personal data for:
- Providing McKenzie Friend services tailored to your needs.
- Communicating with you regarding your case or inquiry.
- Keeping accurate records and fulfilling legal obligations.
- Improving our website and the services we offer.
- We do not sell, rent, or trade your personal data.

- **4. Lawful Basis for Processing**

- We process your personal data under one or more lawful bases:
- Consent – when you voluntarily share information.
- Contract – when processing is necessary to deliver our services.
- Legal obligation – when required to retain records by law.
- Legitimate interests – such as improving services and ensuring security.

- **5. How We Store and Protect Your Data**

- Data is stored securely in encrypted digital systems or locked physical files.

- Access is strictly limited to authorised personnel of The Golden Lioness.
- Data is retained only as long as necessary for services, legal obligations, or legitimate business purposes.
- Once retention periods expire, data is securely deleted or destroyed.
- **6. Sharing of Data**
- We do not share your data with third parties except:
  - When required by law or court order.
  - With your explicit consent.
  - With trusted service providers (e.g., secure cloud storage providers), bound by confidentiality agreements.
- **7. Your Rights**
- You have the right to:
  - Access – request a copy of your personal data.
  - Rectification – correct inaccurate or incomplete information.
  - Erasure – request deletion of your data, subject to legal requirements.
  - Restriction – limit how your data is processed.
  - Portability – request your data be transferred to another provider.
  - Object – challenge certain types of processing.
- To exercise these rights, please contact us at [Insert Contact Email].
- **8. Cookies and Website Tracking**
- Our website may use cookies and analytics tools to monitor visitor behaviour and improve website performance. You can manage cookies through your browser settings.
- **9. Third-Party Links**
- The Golden Lioness website may contain links to external websites. We are not responsible for the privacy practices or content of those websites.
- **10. Updates to This Policy**
- We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated “Last Updated” date.
- **11. Contact Us**
- If you have questions or concerns about this Privacy Policy, please contact:
  - The Golden Lioness
    - Our contact details
    - Founder, Director, CEO : Andreea Francis

- Gloucester , Gloucestershire UK
  - Phone Number: 07810 166 769
  - E-mail: [andreea.francis.tgl@outlook.com](mailto:andreea.francis.tgl@outlook.com)
  - Website: [www.thegoldenlioness.co.uk](http://www.thegoldenlioness.co.uk)
- Please contact us at [andreea.francis.TGL@outlook.com](mailto:andreea.francis.TGL@outlook.com) if you wish to make a request.
- How to complain
  - If you have any concerns about our use of your personal information, you can make a complaint to us at [andreea.francis.TGL@outlook.com](mailto:andreea.francis.TGL@outlook.com)
  - You can also complain to the ICO if you are unhappy with how we have used your data.
  - The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>