

# Client Engagement Terms and Conditions

**THESE TERMS ARE LEGALLY BINDING DO NOT AGREE  
WITHOUT READING**

**IF YOU STRUGGLE READING, WE WILL READ THEM TO  
YOU OR PROVIDE YOU AN AUDIO.**

These Terms and Conditions form part of the agreement between the Client and Immisol Solicitors (a trading name of Legal IM Limited) and apply throughout the duration of our instruction unless otherwise agreed in writing. By continuing to instruct the firm, you acknowledge and agree to be bound by the following:

## **1. Our Services**

- 1.1. Our legal services are provided in accordance with the laws of England and Wales and regulated by the Solicitors Regulation Authority (SRA) Code of Conduct.
- 1.2. For each instruction, we will designate a partner responsible for managing the matter. In certain cases, we may assign different partners to specific elements of the instruction where appropriate. Work may be carried out by our solicitors, consultant solicitors, trainee solicitors, or conveyancers, as delegated by the partner in charge, based on the nature, complexity, and urgency of the matter, as well as the relevant expertise and availability. Where practicable, we will seek to accommodate any preferences the client may express regarding the staffing of their matter.
- 1.3. Our legal advice is limited to the laws of England and Wales. We do not advise on foreign law, and we accept no liability in respect of foreign legal matters or the consequences thereof.
- 1.4. Our advice is based solely on the information and documentation provided by the client or other sources as agreed with the client.
- 1.5. The Client acknowledges and agrees that the accuracy and completeness of all information provided to Immisol is the sole responsibility of the Client. Immisol shall have no liability for, and the Client shall indemnify and hold Immisol harmless against, any loss, claim, or damage arising out of or in connection with advice, recommendations, or services provided on the basis of incomplete, inaccurate, or omitted information, whether such information is material to the advice given.
- 1.6. Accordingly, it must not be relied upon in unrelated matters or for purposes outside the specific context for which it was given. To ensure the accuracy and quality of our advice, it is essential that the client provides us with all relevant information and documents. We do not accept responsibility for advice unless it is confirmed in writing.

For the avoidance of doubt, we accept no responsibility and shall have no liability whatsoever for:

- 1.6.1. the time frame within which your case is decided or considered;
- 1.6.2. any delays or inaction on the part of the Home Office or other third parties; or
- 1.6.3. any loss, inconvenience or inconvenience, or costs you may incur as a result of such delays.

**If you wish to receive regular schedules updates (for example, weekly or monthly calls or reports), this service can be provided strictly on request and will be charged at our hourly rate in addition to any fixed fees agreed.**

You should also be aware that the Home Office is currently experiencing significant delays in processing applications, and progress may not occur as quickly as you would wish.

#### **1.7. Communications Protocols and Charges**

Clients may communicate with the firm via:

- Email
- WhatsApp
- Text Messages
- Telephone

#### **1.8. Telephone Calls**

1.8.1. All incoming telephone calls are subject to a minimum flat fee of £6.50.

- An additional charge of £1 per minute applies beyond the flat fee.
- No charges apply for telephone calls initiated by the firm.

Charges apply to calls with:

- The Client;
- Opposing legal representatives;
- Barristers or other instructed professionals;
- Courts, Tribunals or other authorities;
- Witnesses or any third party relevant to the matter

Please note that:

- We do not offer fixed or capped fees for telephone communications unless expressly agreed in writing in advance.

- If you wish to set a cap or limit on charges related to telephone calls, you must notify us before such calls take place, and we will confirm in writing whether such a cap is feasible and accepted.

We encourage clients to consider the potential cost implications of phone communication and to use email where appropriate for less urgent or administrative matters.

The amount recoverable will typically be based on the solicitor's time in court, calculated using their hourly rate

#### **1.8.2. Formal Notice Regarding Unwanted Communications**

- Please be advised that we will not tolerate repeated or continuous telephone calls ("constant ringing"). Such conduct, if it continues, may constitute harassment under applicable law.
- Should these calls persist, we reserve the right to pursue all appropriate remedies, including but not limited to reporting the matter to relevant authorities and seeking legal recourse.
- This letter serves as a formal request that you cease and desist from engaging in any further repeated or excessive calls.

#### **1.8.3. Written Correspondence**

- All written communications (emails, letters, WhatsApp and messages) will be billed at the applicable hourly rate agreed in the client care letter. Time spent on emails is recorded in units of 6 minutes, with all charges rounded up to the nearest unit.

#### **1.8.4. Text Message Responses**

- Responses to client text messages will be charged at £6 per section (approximately one paragraph).

1.9. If the Client fails to provide complete and accurate information, or withholds or conceals relevant information, Legal IM Limited TA Immisol shall bear no liability whatsoever for any errors, omissions, deficiencies, or failures in the performance of services or in the outcome of the matter, whether directly or indirectly arising from such failure.

1.10. Our services are strictly legal in nature. We do not provide advice on technical, financial, commercial, or environmental issues.

1.11. All discussions, whether oral or in writing, that occur outside the scope of formal legal advice are provided for general information only. Such discussions must not be re-

lied upon by the client as legal advice. We accept no responsibility or liability for any reliance placed on these informal communications. Only legal advice formally provided in writing should be regarded as authoritative.

#### 1.12. **Call Recording and Verbal Advice**

##### **Call Recording**

- Telephone calls made to or from the firm's office lines are recorded
- Calls made on personal mobile phones are not recorded, and the firm accepts no liability for any recordings made outside of the office systems.

##### **Verbal Advice Disclaimer**

- Any advice given over the telephone is not considered formal legal advice unless subsequently confirmed in writing.

1.13. Clients may use any documents or other deliverables we produce solely for the purpose for which they were created. However, all intellectual property rights in such materials remain the property of Immisol.

1.14. If agreed, we may assist the client in instructing other professionals, such as financial or technical experts or foreign or domestic lawyers. Unless otherwise agreed, any such appointments will be made in the client's name, and the client will be responsible for all associated fees and disbursements. Immisol shall not be liable for any advice or services provided by third-party advisers or lawyers, even if such advice is communicated through us or if Immisol is formally recorded as the instructing party.

## **2. Service Levels - Fixed Fees**

Where services are provided on a fixed-fee basis, you agree that our obligation is limited to carrying out the work set out in the agreed scope of services. You acknowledge that we are not required to respond to every telephone call or email, and our decision not to do so does not constitute a delay, a failure to progress your matter, a failure to advise, or a failure to provide a reasonable service. This is a material term of our Agreement.

## **3. Service Levels – Conditional Fee Agreements (CFAs), and Conveyancing**

- 3.1. Where services are provided on a fixed-fee basis, under a Conditional Fee Agreement (including No Win, No Fee), or in relation to conveyancing matters, our obligation is limited to carrying out the work set out in the agreed scope of services. You acknowledge and agree that:
- 3.1.1. These arrangements do not include ongoing or frequent updates, telephone calls, emails, or letters beyond what is reasonably necessary to progress your matter.
  - 3.1.2. We are not required to respond to every telephone call, email, or other communication, and our decision not to do so does not constitute a delay, a failure to progress your matter, a failure to advise, or a failure to provide a reasonable service.
  - 3.1.3. Any additional communications outside the agreed scope may be provided at our discretion and may incur further charges (for fixed fees and conveyancing) or be treated as outside the CFA arrangement.

*This forms a material term of our agreement.*

#### **4. Service Levels – Onboarding Fee**

We charge a £100 + VAT onboarding fee for every new client.

This covers:

- 4.1.1. Verification of identity (Know Your Client checks)
- 4.1.2. International anti-money laundering screening

These checks ensure compliance with regulatory standards and allow us to begin work on your matter promptly and securely.

#### **5. Removal From the Record**

- 5.1. The Client agrees that it shall be liable for all costs incurred in effecting the Firm's removal from the record. Such costs shall include, without limitation:

- 5.1.1. the prescribed application fee payable to the Court, or any applicable consent fee;
- 5.1.2. the Firm's professional fees in connection with the preparation and filing of the application; and
- 5.1.3. all costs of attendance.
- 5.1.4. If counsel is briefed, the Client further agrees that it shall be liable for counsel's fees together with all related disbursements.

## 6. Contact Outside Office Hours

### 6.1. Definition of Office Hours<sup>[L]</sup><sub>SEP</sub>

For the purposes of this Agreement, Office Hours shall mean the Firm's standard hours of business, being Monday to Thursday, 9:00 a.m. to 5:30 p.m., excluding public holidays.

### 6.2. Restriction on Contact<sup>[L]</sup><sub>SEP</sub>

The Client acknowledges and agrees that contact with the Solicitor outside of Office Hours is strictly prohibited, save in Exceptional Circumstances.

### 6.3. Exceptional Circumstances<sup>[L]</sup><sub>SEP</sub>

For the purposes of this clause, Exceptional Circumstances shall be limited to circumstances of genuine urgency, including but not limited to (i) where a court hearing is listed for the following day, or (ii) where the Client, or another relevant individual, has been placed under arrest.

### 6.4. No Course of Dealing<sup>[L]</sup><sub>SEP</sub>

For the avoidance of doubt, any prior instance in which (a) the Solicitor has communicated with the Client outside of Office Hours, or (b) the Client has communicated with the Solicitor outside of Office Hours, shall not (i) constitute an arrangement, agreement, or waiver of this clause, (ii) establish a course of dealing between the parties, or (iii) entitle the Client to make such contact in the future

### 6.5. Firm's Discretion<sup>[L]</sup><sub>SEP</sub>

The Firm reserves the right, in its sole discretion, to respond to or decline any communication received outside of Office Hours which does not fall within the definition of Exceptional Circumstances.

## 7. Appointments Policy

- 7.1. Please note that all visits to our office require a scheduled appointment. We are unable to accommodate walk-ins under any circumstances.
- 7.2. If you arrive without an appointment, we may decline to see you and reserve the right to suspend services.
- 7.3. Thank you for your understanding and cooperation.

## 8. Response Times

We will provide a response to your email or telephone enquiry within seven calendar days of receipt. While we will endeavour to reply sooner where possible, we are unable to guarantee a response in fewer than seven days.

## **9. Conflicts of Interest**

- 9.1. We are prohibited from acting for any party where doing so would create a conflict of interest with an existing client.
- 9.2. Prior to accepting an instruction, we carry out internal conflict checks based on the information provided by the client, including the names of relevant parties, to ensure that no conflict exists which would prevent us from acting. Clients should be aware that the circumstances of a matter may change over time — for example, if ownership of relevant assets changes, or if a third party acquires an interest in the outcome of the matter. It is therefore essential that we are informed promptly of any such developments to allow us to reassess potential conflicts. Additional checks may also be required if the scope of the matter changes or expands, including when the client seeks assistance on new or related issues.
- 9.3. In accordance with Rule 6.2 of the SRA Code of Conduct for Solicitors, we may only act in circumstances where we are satisfied that doing so is clearly justifiable and does not give rise to an actual or significant risk of conflict. Where appropriate, and where the nature of the matters and the parties involved allows, we may act for other clients in matters — including disputes — even where the client or its affiliates may have an interest, provided such representation is lawful, professionally appropriate, and in line with the applicable regulatory standards.
- 9.4. If the Client fails to disclose any actual or potential conflict of interest of which they are aware, or which on the balance of probability they ought reasonably to have known, and such conflict is subsequently discovered by us, we reserve the right to terminate the retainer and our services immediately, without notice.

## **10. Fees, Disbursements and Payment Obligations**

- 10.1. Our charges are based on the time and expertise required to complete each matter, calculated in accordance with our hourly rates in effect at the time of the work. The applicable rates are specified in your client care letter and may also be published on our website.
- 10.2. We record time in units, with 10 units per hour (i.e., 1 unit = 6 minutes). Time spent is rounded up to the nearest unit. Our fees are not contingent upon the outcome or final result of any matter, and we do not offer any warranties or guarantees regarding the outcome.
- 10.3. The scope, complexity, and duration of any assignment may vary based on factors that are often unforeseeable. As such, any fee estimate we may provide is for guidance

only and should not be interpreted as a fixed or capped fee. Estimates are exclusive of VAT and disbursements and are based on the information available at the time. While we will make reasonable.

#### **10.4. Disbursements**

All disbursements — including, but not limited to, court fees, barristers' fees, expert reports, interpreters, and document translation — will be invoiced at cost.

#### **Prepayment of Disbursements**

All anticipated disbursements, particularly court fees and barristers' fees, must be paid in advance. We reserve the right not to proceed with any aspect of the matter until such disbursements are received in full.

#### **Consequences of Non-Payment**

If barristers' fees or other required disbursements remain unpaid for 14 days from the date of request, we reserve the right to:

- Suspend work on your matter.
- Close the file; and
- Demand immediate payment of all outstanding invoices, including fees and any incurred disbursements.

#### **Barrister's Fees**

It is a condition of our engagement that you are responsible for the payment of any barrister's fees. Such fees must be paid in full, in advance of the hearing, in order for us to be able to instruct a barrister on your behalf. In the event that you do not provide the required funds in advance, we shall not instruct a barrister and we accept no liability for any resulting consequences. We will, however, continue to progress your matter insofar as possible without the involvement of a barrister.

#### **Court and Tribunal Fees**



You are responsible for paying all court and tribunal fees, unless you qualify for “Help with Fees” or another official fee remission scheme. Our firm is not liable for any consequences arising from your failure to pay these fees.

If, at our discretion, we pay a fee on your behalf, this does not make us liable to you for the performance or non-performance of any services, nor for any acts or omissions arising from your non-payment. Court and tribunal fees remain payable even if we are acting for you under a Conditional Fee Agreement (CFA) or a Success Fee arrangement.

If we continue to act for you despite your failure to pay the required fee, our liability to you for any loss, damage, or adverse outcome will be limited to the extent that such loss arises from your failure to pay. This limitation does not exclude or restrict our liability for:

1. death or personal injury caused by our negligence;
2. fraud or fraudulent misrepresentation; or

any other liability that cannot lawfully be excluded or limited.

### **Hourly Rates**

Our hourly rates are subject to periodic review, typically at the beginning of each calendar year, to reflect changes in experience levels, overheads, and other relevant factors. Any amendments will be communicated either in the final invoice under the pre-existing rate or through a separate written notice.

Individual hourly rates vary depending on the qualifications, expertise, and experience of the lawyer or legal professional involved in your matter.

### **VAT**

Value Added Tax (VAT) at the prevailing rate (currently 20%) will be added to all invoices unless the services provided are exempt or zero-rated. VAT will also apply to services rendered in connection with litigation or arbitration, including where these services are capable of remote delivery.

### **Late Payment**

If any invoice remains unpaid for 30 days or more, we reserve the right to cease acting on your behalf and to remove ourselves from the court record (where applicable) due to non-payment. We also reserve the right to take enforcement action to recover any outstanding sums, including fees and disbursements.

## **11. Challenging Our Bill**

We aim to ensure transparency and fairness in our billing. If you are dissatisfied with any aspect of your invoice, we encourage you to raise your concerns with us in the first instance. We will make every effort to resolve your concerns promptly and fairly.

However, if you remain unsatisfied with our response and wish to formally challenge the decision, you have the right to seek a judicial assessment of our fees.

If you wish to challenge our bill, you may do so by applying to the court for a detailed assessment of costs under Part III of the Solicitors Act 1974. This is typically done by issuing a Part 8 claim.

### **Procedure:**

- Complete three copies of Form N208 (Part 8 Claim Form), which can be downloaded from the court service website.
- Enclose a **cheque for £67**, payable to 'HMCTS' (Her Majesty's Courts and Tribunals Service).
- Include a copy of the solicitor's bill you wish to challenge.
- Send the documents to:

Senior Courts Costs Office  
TM 7.12  
Royal Courts of Justice  
London  
WC2A 2LL

If you live outside of London, you may instead submit your application to your local District Registry and the bill in question is for £5,000 or less.

### **After Submission:**

- The court will retain one copy of your claim and send the stamped others to you and to us.
- We will then submit an Acknowledgement of Service confirming we have received the claim.
- If we oppose a detailed assessment, a hearing will be scheduled. You will receive a Notice of Hearing from the court with the date, time, and location.

- If we agree to a detailed assessment, we will provide written confirmation, which you must forward to the court.
- If uncontested, the court may cancel the hearing upon agreement by both parties.

### **If a Hearing Is Required:**

- Both parties will present their positions before a Costs Judge (or a District Judge if the hearing is outside London).
- You should bring all documents submitted in support of your claim to the hearing.
- The court will decide whether to allow a detailed assessment and communicate its decision either at the hearing or shortly thereafter by post.

If you disagree with the court's decision, you may appeal — but you must first obtain permission. This can be requested from the Costs Judge at the hearing or, if denied, from the appeal court. For more information, see [leaflet EX340](#) from the court service.

### **If the court grants permission for a detailed assessment:**

- You will receive a court order confirming your right to proceed.
- You must then complete and submit Form N258C (Request for Detailed Assessment) and pay the applicable court fee. The fee amount depends on the size of the bill being challenged.

<b>Amount on your solicitor's bill</b>	<b>Fee</b>
15,000 or less	£335
£15,000.01 to £50,000	£675
£50,000.01 to £100,000	£1,005
£100,000.01 to £150,000	£1,345
£150,000.01 to £200,000	£1,680
£200,000.01 to £300,000	£2,520
£300,000.01 to £500,000	£4,200
£500,000.01 or more	£5,600

### **Other Fees:**

Each party will normally bear their own legal costs of the detailed assessment. However, if the court reduces our bill by 20% or more, or if there are exceptional circumstances (e.g. if you previously offered to settle for an amount higher than the court-determined sum), the court may order us to pay your reasonable costs of the assessment.

The amount recoverable will typically be based on the solicitor's time in court, calculated using their hourly rate.

## **12. Hours of Business**

Immisol operates between the hours of 10:00 AM and 4:00 PM, Monday to Thursday.

Please note that the business is closed on Fridays for both email correspondence and telephone calls. Any communications received on Fridays will be responded to during the next working day.

## **Attendance at a Police Station**

On occasion, you may request our attendance at a police station. This may arise even if our instruction from you relates to a matter that is not connected with crime or any allegation of crime. For example, if you are arrested unexpectedly and ask us to attend, we are able to do so.

If we attend a police station on your behalf, our fees for this service will be:

3. A fixed fee of £1,000 plus VAT; and

4. Disbursements for travel, charged at either: <sup>[...]</sup><sub>[SEP]</sub>

the actual cost of public transport (train, flight, boat, etc.); or

£0.45 per mile each way if we travel by car.

These fees are payable in addition to any costs relating to your existing matter. The above charges are clear and fixed, and no further fees will be incurred for attendance at the police station unless we notify you in advance and you agree.

**Payment terms:** Our invoice for this service will be issued following attendance at the police station and is payable in full within seven (7) days of the date of attendance. If payment is not received within this period, we reserve the right to charge interest and recover costs in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. This entitles us to charge statutory interest at the rate of 8% above the Bank of England base rate, together with reasonable recovery costs.

By signing this agreement, you are expressly confirming your acceptance of these terms.

### **Communication, Case Progress, and Timeframes**

We will provide you with updates only where there is a material development in your matter. It does not form part of our retainer to provide routine weekly or monthly updates, nor to respond to repeated requests for progress reports where no substantive change has occurred.

You are advised that all immigration applications are determined entirely by the Home Office. The timescales for decision-making are outside our control, and we cannot expedite, influence, or otherwise accelerate the processing of your application. Our responsibility is limited to the proper preparation and submission of your case, and to responding appropriately to any correspondence or requests from the Home Office.

For the avoidance of doubt, we accept no responsibility and shall have no liability whatsoever for:

5. the timeframe within which your case is decided or considered;
6. any delays or inaction on the part of the Home Office or other third parties; or
7. any loss, inconvenience, or costs you may incur as a result of such delays.

If you wish to receive regular scheduled updates (for example, weekly or monthly calls or reports), this service can be provided strictly on request and will be charged at our hourly rate in addition to any fixed fees agreed.

You should also be aware that the Home Office is currently experiencing significant delays in processing applications, and progress may not occur as quickly as you would wish.

### **13. Communication Protocols and Charges**

Clients may communicate with the firm via:

- Email
- WhatsApp
- Text messages
- Telephone

### 13.1. **Telephone Calls**

All incoming telephone calls are subject to a minimum flat fee of £6.50.

- An additional charge of £1 per minute applies beyond the flat fee.
- No charges apply for telephone calls initiated by the firm.

Charges apply to calls with:

- The client;
- Opposing legal representatives;
- Barristers or other instructed professionals;
- Courts, tribunals, or other authorities;
- Witnesses or any third party relevant to the matter.

Please note that:

- We do not offer fixed or capped fees for telephone communications unless expressly agreed in writing in advance.
- If you wish to set a cap or limit on charges related to telephone calls, you must notify us before such calls take place, and we will confirm in writing whether such a cap is feasible and accepted.

We encourage clients to consider the potential cost implications of phone communication and to use email where appropriate for less urgent or administrative matters.

The amount recoverable will typically be based on the solicitor's time in court, calculated using their hourly rate.

### **Formal Notice Regarding Unwanted Communications**

Please be advised that we will not tolerate repeated or continuous telephone calls ("constant ringing"). Such conduct, if it continues, may constitute harassment under applicable law.

Should these calls persist, we reserve the right to pursue all appropriate remedies, including but not limited to reporting the matter to the relevant authorities and seeking legal recourse.

This letter serves as a formal request that you cease and desist from engaging in any further repeated or excessive calls.

### **Written Correspondence**

- All written communication (emails, letters, WhatsApp messages) will be billed at the applicable hourly rate agreed in the client care letter. Time spent on emails is recorded in units of 6 minutes, with all charges rounded up to the nearest unit.

### **Text Message Responses**

- Responses to client text messages will be charged at £6 per section (approximately one paragraph).

## **13 . Call Recording and Verbal Advice**

### **Call Recording**

- Telephone calls made to or from the firm's office lines are recorded.
- Calls made on personal mobile phones are not recorded, and the firm accepts no liability for any recordings made outside of the office systems.

### **Verbal Advice Disclaimer**

- Any advice given over the telephone is not considered formal legal advice unless subsequently confirmed in writing.

## **14. Service Availability and Premium Options**

### **Call Response Times**

The firm cannot guarantee same-day responses to telephone calls due to other client commitments.

### **Premium Same-Day Call Response Service**

Clients may opt for a premium service guaranteeing same-day responses, subject to:

- A written agreement at the outset of the matter; and
- Upfront payment of £500 per matter, to be held on account.

## **15. Client Information Obligations**

Clients are responsible for providing all necessary information relevant to their case.

The firm cannot be held liable for any outcomes arising from incomplete or inaccurate information provided by the client.

## **16. Timescales and Case Progression**

No specific timescale can be guaranteed for the progression or resolution of your matter.

### **Chasing Requests**

- The firm will not undertake daily or weekly chasers to courts or registries unless instructed in writing.
- Chasing requests will be billed in accordance with our standard hourly rate.
- We cannot guarantee continuous follow-up with third parties such as the Land Registry, Family Court, or barristers' chambers.

## **17. Update Frequency and Charges**

The firm will provide routine updates no more frequently than once every six (6) weeks.

Updates may be provided by email or telephone, at the firm's discretion.

Updates requested in addition to the standard six-week cycle are subject to a fee of £15 per email.

The firm will only provide updates when there is a material development in the matter. We are not obliged to issue updates when no change has occurred.

## **18. Terms of Payment**

Invoices for legal services and expenses are issued monthly by email and are payable within 30 days of issue, regardless of whether the matter has been completed. Payments should be made in GBP by bank transfer unless otherwise agreed.

Any request for a third party to pay any portion of an invoice must be approved by us in advance. Approval does not relieve the client of responsibility for payment, including any accrued interest.

Statutory interest on overdue amounts will apply from the invoice due date until payment is received.

If there is a dispute concerning an invoice, the client must notify Immisol in writing within the invoice due date. Failure to do so will be deemed acceptance of the invoice.

We reserve the right to suspend or discontinue services, including representation before courts or arbitration, if payment is overdue or disputes remain unresolved, and any requested deposits or advance payments are not made.



Should a matter be cancelled on short notice without cause attributable to Immisol, we reserve the right to seek reasonable compensation for any loss of income.

## **19. Insurance**

Clients are responsible for ensuring that fees and costs incurred are covered by insurance or other third-party liability coverage. Clients must provide any necessary notices and take steps to secure such coverage.

## **20. Representation in Litigious Matters**

In litigation, the court may order the client to pay the opposing party's legal costs. The client is responsible for any such costs. Even if full recovery from the opposing party is not possible or advisable, the client remains liable to Immisol for all fees and costs incurred, including any short-fall.

## **21. Limitation of Liability**

Immisol and the partner responsible for the matter shall not be liable for indirect or consequential losses, including operational losses, lost profits, or loss of goodwill. We accept no liability for losses arising from payment or banking issues affecting client funds.

Liability for any claim related to an assignment is capped at GBP £600,000. Immisol and the responsible partner shall not be jointly liable with other advisers or third parties.

Where losses are covered by the client's insurance or other coverage, Immisol's liability shall be correspondingly reduced. Any compensation paid by Immisol that is covered by insurance will entitle Immisol to assign the client's rights against insurers or others.

If a claim against Immisol arises from a third-party claim against the client, and Immisol agrees to hold the client harmless, Immisol alone shall manage and settle such claims. The client must not admit liability, settle, or pay claims without Immisol's prior written consent, or Immisol disclaims liability.

## **22. Confidentiality**

We have a statutory duty of confidentiality, subject only to legal obligations such as reporting suspected money laundering or terrorism financing, where we are prohibited from notifying the client.

Confidentiality does not restrict us from sharing information with other advisers appointed by or on behalf of the client.

We may disclose publicly that we have acted for the client where this information is already in the public domain, such as in court proceedings or media reports.

### **23. Processing of Personal Data**

Immisol is the data controller for personal data collected in connection with providing legal services. Data is processed as necessary for service provision, client management, and invoicing, based on Immisol's legitimate interests.

We do not share personal data externally except where necessary to fulfill the assignment. Any third-party processors are contractually limited to processing data only for Immisol's purposes, and no data is transferred outside the EU/EEA.

We also process data for direct marketing (e.g., newsletters and event invitations) based on legitimate interests; clients may opt out at any time via links in communications.

Clients may contact us at (+44) 0161 503 9580 or [info@immisol.co.uk](mailto:info@immisol.co.uk) to exercise data subject rights or for more information.

### **24. Complaints**

Complaints should initially be directed to the lawyer in charge of the file or the managing partner. Clients may request our complaints procedure by contacting [complaints@immisol.co.uk](mailto:complaints@immisol.co.uk).

If a client believes a lawyer has breached the SRA Code of Conduct or misused funds, a complaint may be made to the Solicitors Regulation Authority.

If the client disputes fees, service quality, or breaches of these Terms, a complaint may be made to the Legal Ombudsman. Deadlines apply, and complaints may be dismissed if filed late. Further details can be found at:

- [Legal Ombudsman](#)
- [SRA Code of Conduct](#)

If a complaint is made but not upheld, and the firm has expended significant time addressing it, a fee of £300 may be charged.

Any such fee collected will be donated to a charity of the client's choice.

Additionally, if a complaint has been referred to the Legal Ombudsman and/or the SRA, and they have concluded that there was no wrongdoing on the part of the firm, the client agrees that they will not pursue legal proceedings in respect of the firm's services and accepts the decision of the Legal Ombudsman and/or the SRA as final.

## **25. Ethics**

Immisol commits to adhering to all applicable professional and ethical standards. We expect our clients to act in accordance with their own professional and ethical obligations.

Bribery or corruption is strictly prohibited. By engaging Immisol, clients agree not to request or expect actions that would compromise our integrity, and to implement internal controls to prevent bribery or corruption.

## **26. Human Rights**

We will advise clients of any actual or potential human rights violations related to their matter. We reserve the right to withdraw from matters where the client refuses to follow advice aimed at preventing human rights violations.

## **27. Amendments**

We may amend these Engagement Terms & Conditions by posting updated versions on our website [www.immisol.co.uk](http://www.immisol.co.uk). Amendments will not affect matters currently instructed.

## **28. Choice of Law and Dispute Resolution**

Contracts between the client and Immisol are governed by the laws of England and Wales. Any disputes will be resolved by binding arbitration in England and Wales, confidentially and pursuant to the Arbitration Act.

Immisol reserves the right to pursue claims related to invoice payments or other matters in the ordinary courts of England and Wales or any court with jurisdiction over the client.

## **29. File Archiving and Copy Requests**

### **Archiving Policy**

Files will be archived for **six (6) years** after conclusion of the matter.

### **Copy Fees**

Physical file copy requests are subject to a **£60 + VAT fee**, payable in advance.

Digital file copies are charged at **£0.10 per page**.

Only one copy of the file will be provided as standard.

Additional copies may be provided at the firm's discretion, subject to the same charges.

### **30. Lien on Files**

The firm reserves a lien over all files until outstanding balances are settled in full.

Files will not be transferred to new solicitors until payment is received in full. The file will not be released to the client or any other third party if the balances are not settled in full.

This applies equally to clients under Conditional Fee Agreements (CFAs), where fees must be settled at the applicable hourly rate before file release.

---

Legal IM Limited trades as Immisol Solicitors. Legal IM Limited is Authorised and Regulated by the Solicitors Regulation Authority under regulation number 801060. The registered head office is 261 Barlow Moor Road, Manchester, M21 7GJ. Tel: 01615039580