

PRIVACY POLICY



At South London Advice Group, we are committed to protecting the privacy and security of our clients' personal information. This privacy policy sets out how we collect, use, and store your personal data, including any call recordings.

Collection of Personal Information

We may collect personal information from you when you visit our website, contact us via email or phone, or attend an appointment at our office. This information may include your name, contact information, and other information that you provide to us.

Use of Personal Information

We use the personal information we collect from you to provide you with our services, to communicate with you, and to comply with our legal obligations. This includes the retention of call recordings for training and quality control purposes for a maximum of 28 days.

Storage and Security of Personal Information

We take appropriate technical and organizational measures to protect your personal information from loss, theft, and unauthorized access, disclosure, alteration, or destruction. All personal information is stored securely in our servers and in our office at Unit 112881, Box 6945, London W1A 6US.

Disclosure of Personal Information

We will not disclose your personal information to any third parties unless required by law or where we have a legitimate interest to do so.

Your Rights

You have the right to access and receive a copy of the personal information we hold about you. You also have the right to request that we correct any inaccuracies in your personal information. If you wish to exercise any of these rights or have any questions about how we collect and process your personal information, please contact us at hello@theslag.co.uk.

Changes to this Privacy Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal obligations. Any changes will be posted on our website and will be effective immediately upon posting.

Contact Us

If you have any questions or concerns about this privacy policy or our handling of your personal information, please contact us at hello@theslag.co.uk.