

## Legal Notices

### Complaints Handling Policy

If you wish to make a complaint about TMI Associates London LLP, in the first instance, please contact the person with whom you are working or corresponding to set out your concerns. We will do our best to resolve any issues at this stage and, if applicable, will confirm our complaints handling procedure in writing (which is available to clients at any time on request).

If you are not satisfied with our attempt to handle and resolve matters, you may be able to ask the Legal Ombudsman to consider the issue (write to: PO Box 6167, Slough, SL1 0EH; or email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); or phone 0300 555 0333). If you do wish to refer a complaint to the Legal Ombudsman, it should be done within one year of our final response to your complaint and within six years of the act or omission that caused the complaint or, if outside this period, within one year of when you should reasonably have known about the relevant act or omission.

The Legal Ombudsman may refer your complaint to the SRA if they are not the correct body to consider the matter, as the Legal Ombudsman's services are only available for certain types of complaints and complainants. For full details, please visit: <https://www.legalombudsman.org.uk/helping-the-public/make-a-complaint/> and <https://www.sra.org.uk/consumers/problems/report-solicitor.page>.

Note also that if you are a client and your complaint is about our invoices, you may also apply to the court for an assessment of the bill under Part III of the Solicitors' Act 1974. If all or part of any bill remains unpaid, we may be entitled to charge interest.

### Diversity Statement

TMI Associates London LLP is committed to creating an environment in which equality of opportunity is a reality for all members of staff who are able to make best use of their skills, free from discrimination or harassment, and where all decisions are based on merit. We have recently carried out an equality and diversity survey of our employees and from the anonymous data that has been provided by them (employees



are free to decline to complete the survey or to choose “prefer not to say”) we have been able to conclude that they fall into the various protected characteristic types as defined by the Equality Act 2010 (sex, age, race, religion, sexual orientation, disability, etc.).

Due to the risk of employees being identified through their anonymous data and reference to their staff profiles on our website we are unable to publish more specific details without breaching the Data Protection Act 2018.

### Privacy Policy for Europe and the UK

In this Privacy Policy (this "Policy") when we refer to the TMI Group (or "we"/"us"/"our"), we mean TMI Associates (referring to the association including overseas branches such as the Shanghai Office, the Beijing Office, the Ho Chi Minh Office and the Hanoi Office), TMI Partners Legal Professional Corporation (referring to the legal professional corporation including the Nagoya Office and the Kobe Office), TMI Associates (Singapore) LLP, TMI Associates Services Co., Ltd., TMI SOHGOH Ltd., TMI Associates Silicon Valley LLP and TMI Associates London LLP.

The TMI Group shall comply with the applicable laws and regulations, including the EU General Data Protection Regulation (EU) 2016/679 and the United Kingdom General Data Protection Regulation (together the "GDPR"), regarding the personal data concerning data subjects in the European Economic Area (the "EEA") and UK which it possesses, and shall process such data appropriately in accordance with this Policy as set forth below.

We may revise this Policy at any time by amending this page. You are expected to check this page from time to time to become aware of any changes we make, as they are binding on you.

### Cross Border Transfer

Personal data may be transferred to entities in third countries (those outside the EEA), such as Japan, if required for the purposes as described above. In these circumstances, we will ensure that any such international transfers are made subject to appropriate and suitable safeguards as required by the GDPR or other relevant laws. When doing so, we will comply with applicable data protection requirements and take appropriate safeguards to ensure the security and integrity of your personal data.