

Legal Notices

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1. Terms of Use

Definitions

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Online Privacy

Our online Privacy Statement forms part of the Legal Notices and therefore the terms which we provide and allow access to this website. You acknowledge that we may process the personal information you provide if you use this website in accordance with our online Privacy Statement.

You and we will each comply with applicable data protection legislation in performing obligations under these Terms of Use and other sections of the Legal Notices.

General Provisions

Our rights under the Legal Notices may be waived only in writing and specifically.

If a provision of the Legal Notices is or becomes illegal, invalid or unenforceable in any jurisdiction, that does not affect the legality, validity or enforceability:

- in that jurisdiction of any other provision of the Legal Notices; or
- in other jurisdictions of the Legal Notices.

Changes to the Legal Notices

The Legal Notices may be amended by us at any time. Please check this website periodically to inform yourself of any changes.

Governing Law

The Legal Notices shall be governed by and interpreted in accordance with English law and we and you each submit irrevocably to the exclusive jurisdiction of the English Courts.

2. Copyright Notice

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Where access to restricted parts of this website is subject to more specific terms, those terms apply instead.

3. Insurance

We have professional indemnity insurance led by Travelers Insurance Company Limited of Exchequer Court, 33 St Mary Axe, London EC3A 8AG and supported by other major insurance companies and Lloyds syndicates (Policy No. QN067114). Our professional indemnity insurance extends to acts or omissions wherever in the world they occur.

Further details of our professional indemnity insurance may be obtained from Allen & Overy LLP's General Counsel, Andrew Clark.

4. Complaints

aosphere is committed to providing the highest quality of service to our clients. If you are a client and you are dissatisfied with any aspect of the service provided to you, we would ask that in the first instance you contact us. If you are still dissatisfied, then you are entitled to invoke our complaints process, which is Allen & Overy LLP's complaints procedure, a copy of which may be obtained from Allen & Overy LLP's General Counsel, Andrew Clark.

If the matter is still not resolved at the conclusion of our complaints process, you may be entitled to ask the Legal Ombudsman of England and Wales to consider your complaint. A complaint to the Legal Ombudsman must normally be made within six months of the date of the conclusion of a firm's complaints process. Details of how to contact the Legal Ombudsman and further information, including the eligibility criteria for invoking the Legal Ombudsman's services, can be found at www.legalombudsman.org.uk.

You have a right to challenge or complain about a bill. If all or part of a bill remains unpaid, we may be entitled to charge interest on the outstanding amount unless a client has raised an unresolved bona fide query.