

LSLAP Client Privacy Policy

Why does LSLAP collect personal information?

LSLAP collects personal information from our clients in order to provide them legal services. LSLAP also collects information for record-keeping and for compiling statistical reports required by its sources of funding.

How does LSLAP collect your personal information?

We generally obtain your personal information when you give it to us directly. We may sometimes obtain information from other sources in the course of providing you legal services. By using LSLAP's services, you give LSLAP permission to request and receive personal information that is relevant to the provision of legal services, record-keeping, and compiling statistical reports required by LSLAP's sources of funding.

How do we store and disclose your information?

We keep all your personal information, including all documents related to your case, in a paper file. This file is kept secure in our offices and will not be viewed by anyone other than members of LSLAP. The exception is that the Law Foundation of BC may view the file when doing a file review, provided that you have given your consent for the Law Foundation of BC to view your file in this situation.

We also store all your personal information electronically, including all documents related to your case. We currently store your personal information on Clio, a cloud-based service for law firms to keep track of their clients and work. However, we may move your personal information to another cloud-based service or electronic storage method in the future. All members of LSLAP can access the electronically stored documents. In addition, there is a possibility that your personal information that is stored electronically may be accessed by the employees of the service used to store the data.

Except as outlined above, we will not disclose your personal information without your consent.

Changes to our privacy policy

As part of our regular review of all of our policies and procedures, we may change our privacy policy from time to time.

Questions or concerns

If you have any questions or concerns, please contact us by calling 604-822-5791.