

Privacy Policy

Last updated: 17/08/2026

This Privacy Policy explains how LETS Consult EPA collects, uses, and protects your personal information when you use our website or engage our services. We are committed to protecting your privacy and handling your personal data in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018, and other applicable Irish and EU law.

1. Who We Are

LETS Consult EPA (“we”, “us”, “our”) provides support and coordination services for Enduring Powers of Attorney and Decision Support Service arrangements in Ireland.

For the purposes of data protection law, the data controller is:

LETS Consult EPA

Registered business name: **LETS Consult Ltd**

Address: **Balbriggan, Co. Dublin**

Email: epa@letsconsult.ie

Phone: 089 211 9151

If you have any questions about this policy or how we handle your information, please contact us using the details in Section 13.

2. Information We Collect

Depending on how you interact with us, we may collect the following categories of personal information:

Information you provide to us

- Your name, address, date of birth, and contact details (email address and phone number).
- Details of the people you wish to appoint, such as Attorneys, Substitute Attorneys, Co-Decision-Makers, Decision-Making Representatives, and Notice Parties.
- Information about your financial affairs, property, and assets where relevant to your application.
- Information about your personal circumstances relevant to your instructions.
- Correspondence and records of communications between you and us.

Information we collect automatically

- Technical information when you visit our website, such as your IP address, browser type, and device information.

- Information about how you use our website, collected through cookies and similar technologies. See our [Cookie Notice](#) for details.

Information from third parties

- Medical or capacity-related information provided by your GP or other healthcare professionals, where required for your application.
- Information from Solicitors, Barristers, or other professionals involved in your matter.

3. Sensitive Information (Special Category Data)

Because of the nature of our services, we may need to collect and process sensitive personal information, known under GDPR as **special category data**. This can include information about your health, mental capacity, or medical condition, for example medical reports or capacity assessments required to support an application.

We treat this information with particular care. We only collect sensitive information where it is necessary for your application, we limit access to it, and we only share it with the professionals directly involved in your matter, such as your GP, Solicitor, or the Decision Support Service.

4. Legal Basis for Processing

We only process your personal information where we have a lawful basis to do so under Article 6 of the GDPR. Depending on the circumstances, our lawful basis will be one or more of the following:

- **Contract:** where processing is necessary to provide the services you have engaged us for.
- **Consent:** where you have given us clear consent to process your information for a specific purpose, such as certain website cookies or marketing communications.
- **Legal obligation:** where we are required to process your information to comply with the law.
- **Legitimate interests:** where processing is necessary for our legitimate business interests, such as administering our services and responding to enquiries, provided your rights do not override those interests.

Where we process special category data (see Section 3), we rely on additional conditions under Article 9 of the GDPR, typically your explicit consent, or that the processing is necessary for the establishment, exercise, or defence of legal claims.

5. How We Use Your Information

We use your personal information to:

- Provide our services and manage your Enduring Power of Attorney or Decision Support Service application.
- Prepare and complete the required documentation.
- Submit applications through the Decision Support Service (DSS) portal on your behalf.
- Liaise with your Solicitor, GP, Attorneys, Substitute Attorneys, Notice Parties, and other relevant professionals.
- Respond to your enquiries and communicate with you about your matter.
- Maintain our records and comply with our legal and regulatory obligations.

- Improve our website and services.

6. Who We Share Your Information With

We only share your information where necessary to provide our services or where we are required to do so by law. We may share your information with:

- Solicitors and Barristers involved in your matter.
- Your GP or other healthcare professionals, where medical or capacity evidence is required.
- The Decision Support Service (DSS) and, where relevant, the Courts.
- The Attorneys, Substitute Attorneys, Co-Decision-Makers, Decision-Making Representatives, and Notice Parties named in your application.
- Our trusted service providers who help us operate our business, such as IT and document storage providers, who are bound by confidentiality obligations.

We do not sell your personal information to any third party.

7. How Long We Keep Your Information

We keep your personal information only for as long as necessary to fulfil the purposes for which it was collected, including to meet any legal, accounting, or regulatory requirements.

Given the nature of Enduring Power of Attorney and Decision Support arrangements, records may need to be retained for a significant period after your matter is completed. Our standard retention period is **6 years** from the completion of your matter, unless a longer period is required by law. When information is no longer needed, we securely delete or destroy it.

8. International Transfers

Your personal information is generally stored and processed within the European Economic Area (EEA). If any of our service providers process data outside the EEA, we will ensure appropriate safeguards are in place as required by the GDPR, such as Standard Contractual Clauses.

9. Data Security

We take appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, or disclosure. Access to your information is limited to those who need it to provide our services. While we take reasonable steps to protect your information, no method of transmission over the internet is completely secure.

10. Your Rights

Under data protection law, you have the following rights in relation to your personal information:

- **Right of access:** to request a copy of the personal information we hold about you.
- **Right to rectification:** to have inaccurate or incomplete information corrected.
- **Right to erasure:** to request deletion of your information in certain circumstances.
- **Right to restriction:** to request that we limit how we use your information in certain circumstances.
- **Right to data portability:** to receive your information in a structured, commonly used format.

- **Right to object:** to object to certain processing, including direct marketing.
- **Right to withdraw consent:** where we rely on consent, you may withdraw it at any time.

To exercise any of these rights, please contact us using the details in Section 13. We will respond within one month, as required by law. There is usually no charge for making a request.

11. Complaints

If you have a concern about how we handle your personal information, we would encourage you to contact us first so we can try to resolve it. You also have the right to lodge a complaint with the Irish supervisory authority:

Data Protection Commission

21 Fitzwilliam Square South, Dublin 2, D02 RD28

Website: www.dataprotection.ie

Phone: +353 (0)1 765 0100 / 1800 437 737

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any changes will be posted on our website with an updated “Last updated” date. We encourage you to review it periodically.

13. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us:

LETS Consult EPA

Email: epa@letsconsult.ie

Phone: 089 211 9151

Address: **Balbriggan, Co. Dublin**