

What this privacy policy covers:

Edwin Thompson are committed to protecting your privacy.

In this notice, references to 'we', 'us' or 'our' mean both Edwin Thompson LLP and Edwin Thompson Property Services Ltd.

This Privacy Policy explains how we collect and use the personal information about you and who we share it with.

Who we are:

Edwin Thompson is a limited liability partnership No OC306442 and Edwin Thompson Property Services is a limited company No 07428207.

The registered offices of both companies is 28 St Johns Street, Keswick, Cumbria, CA12 5AF.

Our contact details are shown at the end of this notice.

Edwin Thompson operates the website www.edwinthompson.co.uk (the "website").

Edwin Thompson LLP and Edwin Thompson Property Services Ltd are data controllers under data protection legislation and are registered with the Information Commissioner's Office.

The information we collect:

Personal information means information about a living person by which that person can be identified.

Some of that information will identify the individual directly but it may also be possible to identify someone indirectly, from information in which their name is not given.

The personal information we collect may include:

- Your full name and postal address.
- Your telephone and fax numbers.
- Your email address.
- Your date of birth and place of birth
- Your bank account details.
- Information relating to your identity including photographic and place of residence identification.
- Sectors and geographic areas you are interested in.
- Your future communication preferences.

How we use your information:

We only use your personal information if we have a legal basis for doing so, for example;

- to provide you with the services you have requested,



- for employment related purposes,
- to comply with our legal and regulatory obligations,
- for our legitimate interests, and
- to provide you with marketing communications if you have opted to receive these.

We will hold your personal information on our client management systems and use this to provide you with marketing information by email, telephone or post, including, but not limited to:

- sending you newsletters or updates, and
- invitations to events, such as shows and seminars.

We have a legitimate interest in processing your personal information for our business development purposes.

This means we do not usually need your consent to send you updates and information about our services.

However, where consent is needed (for example to send you electronic communications), we will ask for this consent separately and clearly.

You can opt out of receiving such information at any time.

Who will have access to the information:

We may share your information with lenders, banks, contractors, other professional bodies such as solicitors, accountants, architects or other experts.

We also share your information with third parties and data processors such as payment providers, IT systems providers and referencing agencies who may need to process your information for performing the purposes specified above.

We sometimes outsource some of the services set out above, to reputable third parties, including for the purpose of ensuring the security of your data.

We require third parties to comply strictly with our instructions and data protection laws, and we will make sure that appropriate controls are in place where third parties have access to personal data.

We enter contracts with all our data processors and regularly monitor their activities to ensure they are complying with Edwin Thompson's policies and procedures.

If we sell any part of our business or integrate with another organisation your details may be disclosed to our advisers and to prospective purchasers or joint venture partners and their advisers.

If this occurs the new owners of the business will only be permitted to use your information in the same way or in a similar way as set out in this privacy policy.

We take reasonable organisational and technical measures to protect your information against unauthorised access, modification or misuse.



We use services provided by reputable security providers and your information is accessed on a need-to-know basis.

How long will we keep your information:

Your personal data will only be retained for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting or reporting requirements.

This means your data will be deleted if you withdraw consent to processing or the data is no longer required or is inaccurate.

We may retain your personal information for longer than the period for which we are providing services to you where we have statutory or regulatory obligations to do so, or where we may need to retain the information in case of a legal claim.

How we protect your information:

Edwin Thompson takes the security and privacy of our customer's personal information extremely seriously and we have strict internal procedures which cover the storage, access and disclosure of your information.

Information may be held at our offices, in secure file storage or on secure servers and may also be held by third party agencies and service providers as described above.

We have procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally obliged to do so.

Use of cookies:

We use cookies on our website to manage the operation and performance of our sites.

Cookies are small data text files that are placed on your computer when you visit a website.

Cookies help to make websites work efficiently and provide us with information about how our website is used.

When you visit www.edwinthompson.co.uk, we use cookies to enable us to collect standard internet log information and visitor behavioural patterns.

Cookies automatically identify your browser whenever you interact with our site.

This helps us to make our site more responsive to your needs and to track and manage information relevant to your specific interest.

In this way we can tailor our site to you, deliver a better and more personalised service and track the pages on our site that you are interested in.

Certain cookies may be set as soon as you visit our site.

You can choose to manage the cookies we use on our site through your browser settings at any time.

Your rights:



You have the right to:

- a) Update us and have any inaccuracies in your data corrected.
- b) Request a copy of the personal information we hold about you (we will respond within 30 days).
- c) Request that we delete your personal information.
- d) Request transfer of your data.
- e) Object to certain types of processing such as direct marketing.
- f) Object to automated processing, including profiling.

Enquiries and Complaints

Please contact us if you have any enquiries arising from this privacy notice.

If you are unhappy with our handling of your data or something that we have done or failed to do, you have the right to make a complaint to us.

We will:

- acknowledge receipt of your complaint within **30 days** of receiving it; and
- investigate your complaint **without undue delay**, make appropriate enquiries and keep you informed of progress.
- notify you of the outcome of your complaint **without undue delay** and with clear reasoning.

All complaints should be sent to:

Nigel Parmenter
Edwin Thompson LLP
44–48 Hide Hill
Berwick upon Tweed
Northumberland
TD15 1AB

Tel: 01289 304432

Email: berwick@edwin-thompson.co.uk

You may also complain directly to the Information Commissioner's Office if you are concerned with how we are handling your personal information.

Review of Edwin Thompson Privacy Notice:

This Notice was last reviewed in **June 2026**.

The content of the policy may be reviewed and changed without prior notice.