

1. Introduction

This Privacy Policy explains how Thistle Ledge Limited (“we”, “us”, “our”) collects, uses, stores and protects your personal information.

We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Data (Use and Access) Act 2025.

We are committed to protecting your privacy and ensuring your personal data is handled lawfully, fairly and transparently.

2. What Data We Collect

We only collect the information necessary to provide our services or fulfil a contract with you. This may include:

Name and contact details

Communication records

Technical data such as IP address, browser type, and cookies

Any information you voluntarily provide via email or contact forms

We do not collect more data than necessary.

3. Legal Basis for Processing

We process your data under the following lawful bases:

Contract (Article 6(1)(b)): to provide services or complete your purchase

Consent (Article 6(1)(a)): for marketing emails or optional services

Legal Obligation (Article 6(1)(c)): to comply with tax, VAT and accounting laws

Legitimate Interests (Article 6(1)(f)): to improve our website, prevent fraud, or maintain security

We explain these purposes in more detail in the sections below.

4. How We Use Your Data

We only use personal data for:

Providing and managing the services you request

Fulfilling orders and providing customer support

Sending service-related updates

Email newsletters or offers only if you have opted in

Website analytics and performance improvement

Security, fraud prevention, and legal compliance

We do not sell, rent, or exchange personal data with third parties.

5. Payment Information

All payments where applicable are processed securely by approved third-party payment providers. We do not see, store, or process your card details directly.

Other purchase-related data is retained where required by law, including for tax and VAT compliance.

6. Data Storage & International Transfers

Your data may be stored on secure servers operated by trusted third-party providers.

Where data is transferred outside the UK, we ensure appropriate safeguards are in place, such as:

UK International Data Transfer Agreement (IDTA)

UK Addendum to EU SCCs

Adequacy regulations

Transfer risk assessments as required under the 2025 reforms

We only use providers who maintain strong privacy and security protections.

7. Data Retention

We keep personal data only for as long as necessary, including:

Purchase records: 6+ years (legal requirement for accounting/tax)

Email marketing data: until you unsubscribe or request deletion

Customer support data: for as long as needed to provide support

Website analytics: typically 12–26 months depending on the tool used

When data is no longer required, it is securely deleted or anonymised.

8. Your Rights

Under UK data protection law, you have the right to:

Access your personal data

Correct inaccurate data

Request deletion

Restrict or object to processing

Withdraw consent at any time

Request data portability

Not be subject to decisions based solely on automated processing

Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, contact us at [info@thistleledge.co.uk

9. Email Marketing

Where applicable, we only send marketing emails if you have opted in.

Every email includes an unsubscribe link.

You can withdraw consent at any time.

We never share marketing lists with third parties.

10. Cookies & Tracking Technologies

Our website uses cookies to:

Enable purchases where applicable

Improve functionality

Analyse site performance

Remember preferences

You can manage or refuse cookies via your browser or our cookie banner.

No cookies used on our site identify you personally.

11. Data Security

We have robust technical and organisational measures to protect your data, including:

Encryption

Access controls

Secure servers

Regular security audits

Staff confidentiality and training

12. Automated Decision-Making

We do not make any decisions that have legal or significant effects on you using automated processing alone. If this changes, we will update this policy.

13. Sharing Data with Partners

We only share data with third-party service providers when necessary to deliver our services (e.g., hosting, payment processors, email platforms, tenancy related).

We never share data with partners for their own marketing unless we have your explicit consent.

14. Contact Us

If you have any questions about this policy, data protection, or your personal information, contact us at:

Email: info@thistleledge.co.uk

Website: www.thistleledge.co.uk

15. Updates to This Policy

We review this policy regularly and will update it when necessary to comply with UK law or reflect changes to our practices.

Last updated: November 2025