

Privacy Policy, Cookies & GDPR

Last updated 21 October 2025

This privacy notice for Thurstan Hoskin Solicitors LLP (doing business as Thurstan Hoskin) ('Thurstan Hoskin' 'we,' 'us,' or 'our', describes how and why we might collect, store, use, and/or share ('process') your information when you use our services ('Services'), such as when you:

- Instruct us to undertake work on your behalf
- Visit our website at <https://www.thurstanhoskin.co.uk>, or any website of ours that links to this privacy notice.
- Download and use our mobile application (Wix Spaces), our Facebook application (Thurstan Hoskin Solicitors), or any other application of ours that links to this privacy notice.
- Engage with us in other related ways, including any sales, marketing, or events
- Questions or concerns? Reading this privacy notice will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our services. If you still have any questions or concerns, please contact us at: info@thurstanhoskin.co.uk

SUMMARY OF KEY POINTS

This summary provides key points from our privacy notice, but you can find out more details about any of these topics by clicking the link following each key point or by using our table of contents below to find the section you are looking for.

What personal information do we process?

When you visit, use, or navigate our Services, we may process personal information depending on how you interact with Thurstan Hoskin and the Services, the choices you make, and the products and features you use.

Do we process any sensitive personal information?

We may process sensitive personal information, when necessary, with your consent or as otherwise permitted by applicable law.

Do we receive any information from third parties?

We may receive information from public databases, marketing partners, social media platforms, and other outside sources.

How do we process your information?

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to 'comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so.

In what situations and with which types of parties do we share personal information?

We may share information in specific situations and with specific categories of third parties

How do we keep your information safe?

We have organisational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can

be guaranteed to be 100% secure, we cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information.

What are your rights?

Depending on where you are located geographically, the applicable privacy law may mean you have certain rights regarding your personal information.

How do you exercise your rights?

The easiest way to exercise your rights is by submitting a data subject access request, or by contacting us. We will consider and act upon any request in accordance with applicable data protection laws.

Want to learn more about what Thurstan Hoskin does with any information we collect? Review the privacy notice in full below.

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1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us

In Short: We collect personal information that you provide to us. We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us.

Personal Information Provided by You

The personal information that we collect depends on the context of your interactions with us and the Services, the choices you make, and the products and features you use. The personal information we collect may include but is not limited to the following:

Names

Phone numbers

Email addresses

Mailing addresses

Contact preferences

Contact or authentication data

Billing addresses

Debit/Credit card numbers

Job titles

National Insurance number

Driving license, Passport, or other photo ID data & metadata

Bank statements, utility bills or other proof of address

Transaction details/feedback

Sensitive Information. When necessary, with your consent or as otherwise permitted by applicable law, we process the following categories of sensitive information:

Financial data

Biometric data

Metadata on digital files

Credit worthiness data

Government identifiers

Application Data

If you use our application(s), or website this next section applies to you. We also may collect the following information if you choose to provide us with access or permission:

Geolocation Information.

We may request access or permission to track location-based information from your mobile device, either continuously or while you are using our mobile application(s), to provide certain location-based services. If you wish to change our access or permissions, you may do so in your device's settings

Mobile Device Data.

We automatically collect device information (such as your mobile device ID, model, and manufacturer), operating system, version information and system configuration information, device and application

identification numbers, browser type and version, hardware model Internet service provider and/or mobile carrier, and Internet Protocol (IP) address (or proxy server). If you are using our application(s), we may also collect information about the phone network associated with your mobile device, your mobile device's operating system or platform, the type of mobile device you use, your mobile device's unique device ID, and information about the features of our application(s) you accessed

This information is primarily needed to maintain the security and operation of our application(s), for troubleshooting, and for our internal analytics and reporting purposes.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information

Information automatically collected

In Short: Some information – such as your Internet Protocol (IP) address and/or browser and device characteristics – is collected automatically when you visit our Services.

We automatically collect certain information when you visit, use, or navigate the Services. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Services, and other technical information. This information is primarily needed to maintain the security and operation of our services, and for our internal analytics and reporting purposes.

Like many businesses, we also collect information through cookies and similar technologies, the information we collect includes:

Log and Usage Data

Log and usage data is service-related, diagnostic, usage, and performance information our servers automatically collect when you access or use our Services and which we record in log files. Depending on how you interact with us, this log data may include your IP address, device information, browser type, and settings and information about your activity in the Services (such as the date/time stamps associated with your usage, pages and files viewed, searches, and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called 'crash dumps'), and hardware settings).

Device Data

We collect device data such as information about your computer, phone, tablet, or other device you use to access the Services. Depending on the device used, this device data may include information such as your IP address (or proxy server), device and application identification numbers, location, browser type, hardware model, Internet service provider and/or mobile carrier, operating system, and system configuration information.

Location Data

We collect location data such as information about your device's location, which can be either precise or imprecise. How much information we collect depends on the type and settings of the device you use to access the Services. For example, we may use GPS and other technologies to collect geolocation data that tells us your current location (based on your IP address). You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your Location setting on your device. However, if you choose to opt out, you may not be able to use certain aspects of the Service.

Information collected from other sources

In Short: We collect data from public, private and Government databases, marketing partners, and other outside sources and business partners.

To enhance our ability to provide relevant marketing, offers, and services to you, to fulfil our legal and regulatory obligations and update our records, we may obtain information about you from other sources, such as public, private and Government databases, joint marketing partners, affiliate programs, data providers, and from other third parties.

This information includes mailing addresses, job titles, email addresses, phone numbers, intent data (or user behaviour data), Internet Protocol (IP) addresses, social media profiles, social media URLs, and custom profiles, for purposes of targeted advertising and event promotion.

Information collected when you use our Facebook application(s). We by default access your Facebook basic account information, including your name, email, gender, birthday, current city. and profile picture URL, as well as other information that you choose to make public.

We may also request access to other permissions related to your account, such as friends, check-ins, and likes, and you may choose to grant or deny us access to each individual permission. For more information regarding Facebook permissions, refer to the Facebook Permissions Reference page.

2. HOW DO WE PROCESS YOUR INFORMATION?

In Short: We process your information to provide, improve, and administer our Services communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

To deliver and facilitate delivery of services to the user

We may process your information to provide you with the requested service.

To fulfil our Legal and Regulatory obligations

We may process your information to fulfil our legal and regulatory obligations under UK Law and in-line with any of our applicable regulatory bodies policies.

To respond to user inquiries/offer Support to users

We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.

To send administrative information to you

We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information

To fulfil and manage your orders

We may process your information to fulfil and manage your orders, payments, returns, and exchanges made through the Services

To enable user-to-user communications

We may process your information if you choose to use any of our offerings that allow for communication with another user.

To request feedback

We may process your information when necessary to request feedback and to contact you about your use of our Services.

To send you marketing and promotional communications

We may process the personal information you send to us for our marketing purposes if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time. For more information, see "WHAT ARE YOUR PRIVACY RIGHTS?" below.

To deliver targeted advertising to you

We may process your information to develop and display personalised content and advertising tailored to your interests, location, and more.

To protect our Services.

We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.

To identify usage trends.

We may process information about how you use our Services to better understand how they are being used so we can improve them

To determine the effectiveness of our marketing and promotional campaigns.

We may process your information to better understand how to provide marketing and promotional campaigns that are most relevant to you

To save or protect an individual's vital interest.

We may process your information when necessary to save or protect an individual's vital interest, such as to prevent harm

To carry out our obligations arising from any contracts entered between you and us

3. WHAT LEGAL BASES DO WE RELY ON TO PROCESS YOUR INFORMATION?

In Short: We only process your personal information when we believe it is necessary and we have a valid legal reason (i.e. legal basis) to do so under applicable law, like with your consent, to comply with laws, to provide you with services to enter into or fulfil our contractual obligations, to protect your rights, or to fulfil our legitimate business interests

3.1 GDPR

If you are in the EU or UK, this section applies to you.

The General Data Protection Regulation (GDPR) and UK GDPR require us to explain the valid legal bases we rely on to process your personal information. As such, we may rely on the following legal bases to process your personal information:

Consent

We may process your information if you have given us permission (i.e., consent) to use your personal information for a specific purpose. You can withdraw your consent at any time. Learn more about withdrawing your consent.

Performance of a Contract

We may process your personal information when we believe it is necessary to fulfil our contractual obligations to you, including providing our Services or at your request prior to entering a contract with you

Legitimate Interests

We may process your information when we believe it is necessary to achieve our legitimate business interests and those interests do not outweigh your interests and fundamental rights and freedoms. For example, we may process your personal information for some of the purposes described to:

- Send users information about special offers and discounts on our products and services
- Develop and display personalised and relevant advertising content for our users
- Analyse how our Services are used so we can improve them to engage and retain users
- Support our marketing activities
- Diagnose problems and/or prevent fraudulent activities
- Understand how our users use our products and services so we can improve user experience

Legal Obligations

We may process your information where we believe it is necessary for compliance with our legal obligations, such as to cooperate with a law enforcement body or regulatory agency, exercise or defend our legal rights, or disclose your information as evidence in litigation in which we are involved.

Vital Interests

We may process your information where we believe it is necessary to protect your vital interests or the vital interests of a third party, such as situations involving potential threats to the safety of any person

In legal terms, we are the 'Data controller' under European data protection laws of the personal information described in this privacy notice since we determine the means and/or purposes of the data processing we perform. This privacy notice does not apply to the personal information we process as a 'data processor on behalf of our customers. In those situations, the customer that we provide services to and with whom we have entered into a data processing agreement is the 'data controller' responsible for your personal information and we merely process your information on their behalf in accordance with your instructions. If you want to know more about our customers' privacy practices, you should read their privacy policies and direct any questions you have to them.

If you are in Canada, this section applies to you.

We may process your information if you have given us specific permission (i.e., Express consent) to use your personal information for a specific purpose, or in situations where your permission can be inferred (i.e., implied consent). You can withdraw your consent at any time.

In some exceptional cases, we may be legally permitted under applicable law to process your information without your consent, including, for example:

If collection is clearly in the interests of an individual and consent cannot be obtained in a timely way

For investigations and fraud detection and prevention

For business transactions provided certain conditions are met

If it is contained in a witness statement and the collection is necessary to assess, process, or settle an insurance claim

For identifying injured, ill, or deceased persons and communicating with next of kin

If we have reasonable grounds to believe an individual has been, is, or may be victim of financial abuse

If it is reasonable to expect collection and use with consent would compromise the availability or the accuracy of the information and the collection is reasonable for purposes related to investigating a breach of an agreement or a contravention of the laws of Canada or a province

If disclosure is required to comply with a subpoena, warrant, court order, or rules of the court relating to the production of records

If it was produced by an individual in the course of their employment, business, or profession and the collection is consistent with the purposes for which the information was produced

If the collection is solely for journalistic, artistic, or literary purposes

If the information is publicly available and is specified by the regulations

4. WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL INFORMATION.

In Short: We may share information in specific situations described in this section and/or with the following categories of third parties:

Vendors, Consultants, and Other Third-Party Service Providers

We may share your data with third-party vendors, service providers, contractors, or agents (third parties') who perform services for us or on our behalf and require access to such information to do that work. We have contracts in place with our third parties, which are designed to help safeguard your personal information. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will also not share your personal information with any organisation apart from us without data handling agreements in place. They also commit to protect the data they hold on to our behalf and to retain it for the period we instruct. The categories of third parties we may share personal information with are as follows:

Ad Networks

Cloud Computing Services,

Communication & Collaboration Tools

Data Analytics Services

Data Storage Service Providers

Finance & Accounting Tools

Government Entities

Order Fulfilment Service Providers

Payment Processors

Performance Monitoring Tools

User Account Registration & Authentication Services

Website Hosting Service Providers

IT Provider

Email Provider

Secure document disposal service

WiFi & ISP Providers

Internal CMS systems

Secure waste disposal service

Storage providers

Cleaning & Removals services

Accountants & Other Law firms

Anti-Money Laundering & Identification Verification Partners

We also may need to share your personal information in the following situations:

Business Transfers

We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

When we use Google Maps Platform APIs

We may share your information with certain Google Maps Platform APIs (e.g., Google Maps API, Places API). We obtain and store on your device ('cache') your location. You may revoke your consent anytime by contacting us at the contact details provided at the end of this document.

Affiliates

We may share your information with our affiliates, in which case we will require those affiliates to honour this privacy notice. Affiliates include our parent company and any subsidiaries, joint venture partners, or other companies that we control or that are under common control with us.

Business Partners

We may share your information with our business partners to offer you certain products, services, or promotions. Additionally where required under law or to fulfil our services to you/ your order we share your information with our authorised business partners.

4.1 THIRD-PARTIES

In Short: We rely on third-party services to help us deliver our services efficiently, and these parties may process your personal data in various ways.

Our website and related systems rely on a combination of secure third-party service providers to deliver our services efficiently. These include:

Wix.com - Our primary website platform and client portal provider. Wix processes and stores user data on secure servers located within the EU and the United States, using Standard Contractual Clauses and other safeguards recognised under the UK GDPR.

Amazon Web Services (AWS) - We use AWS S3 (Simple Storage Service) and CloudFront for the secure storage and controlled delivery of files and documents containing personal information.

Primary data storage is located in EU-West-2 (London).

Encrypted backup data is stored in EU-Central-1 (Frankfurt) to ensure resilience and compliance under UK-EU adequacy and data-sharing agreements.

Frankfurt is chosen as a preferred region for the backup of financial and personally identifiable data due to its strict data-protection and financial-services legislation.

All data stored in AWS is encrypted at rest and in transit using AES-256 bit encryption and HTTPS/TLS connections.

Barclays Barclaycard ePDQ and Elavon Payment Gateways - Used for secure online payment processing. Both are **PCI DSS Level 1 compliant** (the highest level of payment-card industry data security). Payment data transmitted through these gateways is encrypted and never stored on our servers.

GitHub Pages (GitHub Inc.) - We use GitHub to host certain static components of our website (for example, code assets, documentation, and front-end resources). GitHub processes limited technical data such as IP addresses and browser metadata when a visitor loads these assets. GitHub is certified under the EU-US Data Privacy Framework and provides safeguards equivalent to those required under the UK GDPR.

Other existing providers (e.g. Google Analytics, Facebook and Instagram integrations, Atlassian Status Page, Flipbooks, etc.) remain unchanged as detailed below.

All third-party processors act strictly under written data-processing agreements that ensure compliance with the UK GDPR. They may not use your information for any purpose other than the contracted

Google Analytics: Used to analyse website traffic and visitor behaviour.

Facebook and Instagram integrations: Used to provide targeted advertising and social media functionalities.

Atlassian Status Page: Used to provide real-time service status updates.

These third parties process data in accordance with their respective privacy policies. While we do not control the data handling practices of these third-party providers, we ensure that contracts and data processing agreements are in place to protect your data when shared with them. For more details on how these services handle your data, we recommend reviewing their privacy policies.

5. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

In Short: We may use cookies and other tracking technologies to collect and store your information.

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Notice below point 15

6. HOW LONG DO WE KEEP YOUR INFORMATION?

In Short: We keep your information for as long as necessary to fulfil the purposes outlined in this privacy notice unless otherwise required by Jaw.

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than for as long as we are legally bound to, and any period thereafter until we see fit to destroy the file or you request us to and allow us a reasonable period to do so.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

7. HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: We aim to protect your personal information through a system of organisational and technical security measures.

We have implemented appropriate and reasonable technical and organisational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% Secure, so We cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

Our website is **SSL encrypted** and runs on **HTTPS**, ensuring that data transmitted between your browser and our server is secure and encrypted. This helps safeguard your personal information against unauthorized access, disclosure, and misuse. However, despite our best efforts, no method of electronic transmission or storage is 100% secure, and we cannot guarantee absolute security. Access to our services is at your own risk, and we recommend that you only access our website from a secure environment.

In addition to Wix's secure infrastructure, we store certain documents and files within **Amazon Web Services (AWS)** encrypted storage systems. Primary data resides in London (EU-West-2) with encrypted backups in Frankfurt (EU-Central-1). Both locations operate under UK-EU adequacy agreements and maintain ISO 27001, SOC 1/2/3, and PCI DSS compliance where applicable.

Online payments processed via **Barclays ePDQ** and **Elavon** use fully encrypted, **PCI DSS Level 1** compliant systems. No cardholder data is stored on our servers.

8. DO WE COLLECT INFORMATION FROM MINORS?

In Short: We do not knowingly collect data from or market to children under 18 years of age, except where legally required and with consent of the minors Parent or Legal Guardian.

We do not knowingly solicit data from or market to children under 18 years of age. By using the Services, you represent that you are at least 18 or that you are the parent or guardian of such a minor and consent to such minor dependents use of the Services. If we learn that personal information from users less than 18 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data, we may have collected from children under age 18, please contact us at info@thurstanhoskin.co.uk.

Where we are legally required to collect information from minors for legal purposes and for fulfilling our obligations under the related instruction this is held to the same standard as this policy.

9. WHAT ARE YOUR PRIVACY RIGHTS?

In Short: In some regions, such as the European Economic Area (EEA), United Kingdom (UK), and Canada, you have rights that allow you greater access to and control over your personal information. You may review, change, or terminate your account at any time.

In some regions (like the EEA, UK, and Canada), you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (i) to request rectification or erasure; (ii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information. You can make such a request by contacting us by using the contact details provided in the section 'HOW CAN YOU CONTACT US ABOUT THIS NOTICE?' below.

We will consider and act upon any request in accordance with applicable data protection laws. If you are in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to your Member State data protection authority or UK data protection authority. If you are in Switzerland, you may contact the Federal Data Protection and Information Commissioner.

Withdrawing your consent: If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided in the section 'HOW CAN YOU CONTACT US ABOUT THIS NOTICE?' below.

However, please note that this will not affect the lawfulness of the processing before its withdrawal nor, when applicable law allows, will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent

Opting out of marketing and promotional communications: You can unsubscribe from our marketing and promotional communications at any time by clicking on the unsubscribe link in the emails that we send, or by contacting us using the details provided in the section "HOW CAN YOU CONTACT US ABOUT THIS NOTICE?" below. You will then be removed from the marketing lists. However, we may still communicate with you – for example, to send you service-related messages that are necessary for the administration and use of your account, to respond to service requests, or for other non-marketing purposes.

Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Services. You may also opt out of interest-based advertising by advertisers on our Services, if you have questions or comments about your privacy rights, you may email us at info@thurstanhoskin.co.uk

10. CONTROLS FOR DO-NOT-TRACK FEATURES

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track (DNT) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognising and implementing DNT signals has been finalised. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

11. DO CALIFORNIA RESIDENTS HAVE SPECIFIC PRIVACY RIGHTS?

In Short: Yes, if you are a resident of California, you are granted specific rights regarding access to your personal information.

California Civil Code Section 1798.83, also known as the 'Shine The Light law', permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information provided below.

If you are under 18 years of age, reside in California, and have a registered account with Services, you have the right to request removal of unwanted data that you publicly post on the Services. To request removal of such data, please contact us using the contact information provided below and include the email address associated with your account and a statement that you reside in California. We will make sure the data is not publicly displayed on the Services, but please be aware that the data may not be completely or comprehensively removed from all our systems (e.g., backups, etc.)

12. DO WE MAKE UPDATES TO THIS NOTICE?

In Short: Yes, we will update this notice as necessary to stay compliant with relevant laws.

We may update this privacy notice from time to time. The updated version will be indicated by an updated 'Revised date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

If these changes will not affect your individual transaction we may not notify you personally however the updated terms would apply to any new matters opened with us. Where the changes will directly affect the processing of your transaction data we will always notify the main contact before the changes take effect.

Where we make changes to the handling of data which directly affects your transaction you will have the right to refuse this change in data handling unless we are required to process the aforementioned data to fulfil a legal obligation and this can only be provided under the new Privacy Policy. In any instance, your right to withdraw from the contract under the terms stated in the Terms of Business document will stand but you will remain liable for work completed thus far.

When significant changes are made, we will notify visitors by asking them to **renew their cookie consent** the next time they visit our site.

Examples of such updates include the introduction of new secure hosting or payment providers such as **Amazon Web Services (AWS), Elavon, or GitHub.**

13. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may contact our Data Protection Officer (DPO), Barbara Archer, by email at barbara@thurstanhoskin.co.uk, by phone at 01209213646. Or contact us by post at:

Thurstan Hoskin Solicitors LLP

Barbara Archer

Thurstan Hoskin Solicitors

Chynoweth, Chapel Street

Redruth, Cornwall

TR15 2BY

If you are a resident in the United Kingdom, the 'data controller' of your personal information is Thurstan Hoskin Solicitors LLP. Thurstan Hoskin Solicitors LLP has appointed Barbara Archer to be its representative in the UK. You can contact them directly regarding the processing of your information by Thurstan Hoskin Solicitors LLP, by email at barbara@thurstanhoskin.co.uk, by visiting <https://www.thurstanhoskin.co.uk/team-barbara-archer>, by phone at 01209 213 646, or by post to the address above.

14. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, change that information, or delete it. To request to review, update, or delete your personal information, please fill out and submit a data subject access request online - <https://www.thurstanhoskin.co.uk/subject-access-request>

COOKIES NOTICE

In Short, we may use cookies and other tracking technologies to collect and store your information.

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out below.

COOKIES AND SIMILAR TECHNOLOGIES

In Short: We use cookies and other tracking technologies to collect and store your information. This includes cookies from third-party services such as Wix, Google Analytics, Facebook, Instagram, Atlassian Status Page, Barclays Barclaycard ePDQ system, and Flipbooks.

Cookies are small text files placed on your device when you visit a website. They are widely used to ensure websites work efficiently, provide information to the owners of the site, and improve the user experience. Below is an overview of the types of cookies and tracking technologies we use and how you can control them:

Types of Cookies We Use

1. Strictly Necessary Cookies

- These cookies are essential for the proper functioning of our website. They enable core functionality such as security, network management, and accessibility. Without these cookies, services you have requested (such as navigating between pages or using our secure online payment systems) cannot be provided.

Examples:

- **Wix cookies:** Used to manage session data, website functionality, and security.
- **Barclays Barclaycard ePDQ cookies:** Used to securely process online payments and verify payment transactions.

2. Performance and Analytics Cookies

- These cookies collect information about how visitors interact with our website, such as which pages are visited most often and whether visitors encounter any errors. This helps us understand how users engage with our site, allowing us to improve website functionality and performance.

Examples:

- **Google Analytics cookies:** These track user behavior on our site, such as the number of visitors, where they come from, and which pages they view. This data is anonymized for performance improvement purposes. You can opt-out of Google Analytics by visiting Google Analytics Opt-Out.

3. Functionality Cookies

- These cookies allow our website to remember choices you make (such as language preferences or the region you are in) and provide enhanced, more personalized features. They can also provide services like leaving comments or interacting with third-party widgets.

Examples:

- **Flipbook widget cookies:** Used to remember your preferences when interacting with flipbooks.
- **Atlassian Status Page widget cookies:** Help maintain real-time status updates.

- **Amazon CloudFront:** Used to deliver our web content securely and efficiently via a content-delivery network (CDN). CloudFront may set temporary cookies for caching and load-balancing purposes. These cookies do not store personally identifiable information.
- **Elavon Payments:** Provides secure payment-gateway processing. Elavon may set short-term session cookies necessary for verifying and completing online transactions. These are essential cookies and do not store payment card data.

4. Targeting and Advertising Cookies

- These cookies are set through our site by our advertising partners, including social media platforms like Facebook and Instagram. They are used to build a profile of your interests and show you relevant adverts on other sites. These cookies track your browsing across websites to personalize your advertising experience.

Examples:

- **Facebook and Instagram cookies:** Allow integration with these platforms for personalized advertising and tracking the success of marketing campaigns.

Third-Party Services and Cookies

In addition to cookies set by us directly, third-party services integrated into our site may set cookies. These services collect data about your browsing activities over time and across different websites. Key third-party services we use include but are not limited to:

- **Wix:** Provides the platform for our website, managing session cookies, security cookies, and performance cookies. More details are available in Wix's [Privacy Policy](#).
- **Google Analytics:** Tracks visitor behavior to understand how users engage with our site. Read more about their cookie usage in Google's Cookie Policy.
- **Facebook and Instagram:** Used for marketing and advertising purposes. Learn more about their cookie policies [here](#).
- **Atlassian Status Page:** Provides real-time service status updates. Details on their cookies can be found [here](#).
- **Flipbooks:** Displays interactive brochures and documents, with cookies managing user preferences.

How to Control Cookies

You can manage and amend your cookie preferences at any time by clicking on the **cookie settings flag** located on the right-hand side of our website. This tool allows you to adjust your cookie preferences according to your needs, ensuring you have control over which cookies are active during your session.

Additionally, most web browsers allow you to control cookies through their settings. You can block or delete cookies via your browser, but this may impact your experience on our website. For browser-specific instructions, visit:

- Google Chrome
- [Mozilla Firefox](#)
- [Apple Safari](#)
- [Microsoft Edge](#)

For more general information on cookies and how to control them, visit www.allaboutcookies.org.

In Short: We rely on third-party services to help us deliver our services efficiently, and these parties may process your personal data in various ways.

Our website is hosted on the **Wix** platform, which provides us with secure data storage, databases, and application hosting. Wix processes and stores your data on its secure servers behind firewalls, offering industry-standard protection and encryption. Additionally, Wix ensures that your data is managed according to applicable data protection regulations, including GDPR compliance.

We also use several other third-party service providers for various features of our website and services, including:

- **Google Analytics:** Used to analyse website traffic and visitor behaviour.
- **Facebook and Instagram integrations:** Used to provide targeted advertising and social media functionalities.

- **Atlassian Status Page:** Used to provide real-time service status updates.
- **Barclays Barclaycard ePDQ system:** Handles secure online payment processing.

These third parties process data in accordance with their respective privacy policies. While we do not control the data handling practices of these third-party providers, we ensure that contracts and data processing agreements are in place to protect your data when shared with them. For more details on how these services handle your data, we recommend reviewing their privacy policies.