

PRIVACY POLICY

1.0 Introduction

Bidwells respects your privacy and is committed to protecting your personal data. This privacy notice will let you know how we look after your personal data generally as well as when you visit our website and tells you about your privacy rights and how the law protects you.

This privacy notice aims to give you information on how Bidwells LLP collects and processes your personal data. It is intended to cover all of your rights and information required under applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

2.0 Who are we?

Bidwells LLP is the Data Controller and responsible for your personal data (collectively referred to as "Bidwells" "we", "us" or "our" in this privacy notice).

Bidwells has appointed Worknest to act as its Data Protection Officer (DPO) and are responsible for oversight of data protection and privacy compliance. The Compliance & Risk Team can be contacted regarding privacy matters at gdprinfo@bidwells.co.uk.

3.0 Children

Our services are not directed at children, and we do not knowingly collect personal information directly from children without appropriate authority. If we become aware that personal data relating to a child has been provided to us without appropriate authority, we will take reasonable steps to delete or otherwise address that information in accordance with applicable data protection laws.

4.0 What data do we collect about you?

Personal data may be obtained from third parties including credit reference agencies, identity verification providers, landlords, tenants, professional advisers and publicly available sources.

The table below explains what we use (process) your personal data for and our reasons for doing so:

Personal data we collect	What we use personal information for	Our reasons	UK GDPR Clause
Full name and contact details (such as phone number, email address and postal address and company details if applicable), payment details / bank account details	To provide services to you and managing activities related to your services	For the performance of our contract with you or to take steps at your request before entering into a contract	Contract (Article 6(1)(b))
	Credit reference checks via external credit reference agencies	For our legitimate interests or those of a third party, to ensure our	Legitimate Interest (Article 6(1)(f)) Legal Obligation (Article 6(1)(c))

	Digital Identity Checks with third-party verification providers.	customers are likely to be able to pay for our products and services To verify identity, assess anti-money laundering risks and help prevent fraud and financial crime	
Photographic identification (such as a passport, a driving licence or an identification card confirming your date of birth) and one form of documentation with proof of your place of residence (such as a recent utility bill)	To prevent and detect fraud against you or Bidwells such as to carry out Anti Money Laundering and Terrorist Financing electronic checks Conducting checks to identify our clients and verify their identity. Screening for financial and other sanctions or embargoes. Other processing necessary to comply with professional, legal and regulatory obligations that apply to our business, e.g. under health and safety regulation or rules issued by our professional regulators and supervisory bodies	For our legitimate interests or those of a third party, i.e. to minimise fraud that could be damaging for us and for you To comply with our legal and regulatory obligations	Legal Obligation (Article 6(1)(c)) Legitimate Interests (Article 6(1)(f))
Your nationality and immigration status and information from related documents, and immigration information	If you are a potential tenant applying for a tenancy "Right to Rent"	To comply with our legal and regulatory obligations	Legal Obligation (Article 6(1)(c))
Any personal data that you provide to us which we are required to disclose as part of an audit or investigation	Gathering and providing information required by or relating to audits, enquiries or investigations by regulatory bodies	To comply with our legal and regulatory obligations	Legal Obligation (Article 6(1)(c))
Information about how you use our website, IT, communication and other systems, including: - your internet service provider, browser type and operating system; - pages accessed on our website and third-party websites; - the date and time of access; - which site you came to our site from.	Various uses, including: - Ensuring content from our web site is presented to you in the most effective manner for you and for your computer and tailoring, developing, improving our services - Ensuring business policies are adhered to, e.g. policies covering security and internet use - Preventing unauthorised access and modifications to systems - Operational reasons, such as improving efficiency, training and quality control	Essential cookies: for our legitimate interests to operate our website Non-essential cookies: with your prior consent For further information about how we use cookies, please see our Cookies Policy	Legitimate Interests (Article 6(1)(f)) Consent (Article 6(1)(a))
We may anonymise any personal data you provide to us and will process it in order to anonymise it.	Statistical analysis to help us manage our business, e.g. in relation to our financial performance, customer base, range of services or other efficiency measures	For our legitimate interests or those of a third party, i.e. to be as efficient as we can so we can deliver the best service for you	Legitimate Interests (Article 6(1)(f))
Invoicing data including your name and payment information	Statutory returns	To comply with our legal and regulatory obligations	Legal Obligation (Article 6(1)(c))
Your name, contact information and	Marketing our services to: existing and former clients;	Where you are a business professional acting in your capacity	Legitimate Interests (Article 6(1)(f)) – B2B

professional or personal online presence, e.g. LinkedIn profile, if you share it with us	- third parties who have previously registered with us or expressed an interest in our services; - third parties with whom we have had no previous dealings including: - marketing and promotional messages - surveys - providing information relating to matters that may be of interest to clients and contacts - notifications of events and new services - newsletters	as a representative of a company: for our legitimate interests to promote our services that we believe will be of interest to you Where you are an individual acting in your personal capacity: with your prior consent You can opt-out of marketing at any time by e-mailing us at gdprinfo@bidwells.co.uk or visiting the marketing preferences section of our website here.	Consent (Article 6(1)(a)) – B2C
Personal data you provide to us which is requested by our auditors for legitimate purposes.	External audits and quality checks, e.g. for ISO Standards etc and the statutory audit of our accounts	For our legitimate interests or a those of a third party, i.e. to maintain our accreditations so we can demonstrate we operate at the highest standards. To comply with our legal and regulatory obligations	Legitimate Interests (Article 6(1)(f)) Legal Obligation (Article 6(1)(c))
Call log and your telephone number	When you call us and we notify you that the call may be recorded	For our legitimate interests in protecting our employees and improving our services. You may request that your call isn't recorded. In this situation, you'll normally be advised to contact us either in writing or by email.	Legitimate Interests (Article 6(1)(f))

5.0 Legitimate Interests

Where we rely on legitimate interests as the lawful basis for processing personal data, we undertake an assessment to ensure that our interests are balanced against your rights and freedoms and that the processing is necessary and proportionate.

6.0 Special Category Personal Data

In certain circumstances, Bidwells may process special category personal data where necessary for the provision of services, compliance with legal or regulatory obligations, the establishment, exercise or defence of legal claims, or where otherwise permitted by law. Where we process special category personal data, we do so only where permitted under Article 9 UK GDPR and Schedule 1 Data Protection Act 2018, including where necessary for legal claims, regulatory compliance or substantial public interest purposes.

7.0 Automated Decision Making

Where we use automated processing, including profiling or identity verification technologies, we will provide individuals with information about the processing where required by law. Where a solely automated decision produces legal or similarly significant effects, individuals may have rights to request human intervention, express their point of view, obtain an explanation of the decision and challenge the outcome.

8.0 New AI and Emerging Technology

Bidwells may use emerging technologies, including digital verification systems, artificial intelligence-enabled solutions and automated processing tools, where appropriate for service delivery, fraud prevention, regulatory compliance and business operations. Where such technologies involve the processing of personal data, appropriate safeguards and governance controls will be implemented.

AI tools are used to support business processes and do not make final decisions affecting individuals without appropriate human oversight unless otherwise permitted by law.

9.0 Who do we share your personal data with?

Your personal data may be accessed by and shared with all members of the Bidwells group of companies who are all committed to complying with the terms of this privacy notice.

We may need to share your details with others in order to perform our services to you. For example, we may need to deal with professional advisers, agents, brokers, lenders, credit reference agencies, tenants' vetting companies, electronic search providers, maintenance contractors and other parties on your behalf and in connection with our services, depending on the nature of the services you would like us to deliver.

A number of third-party service providers are engaged by Bidwells to assist in the operation of our business and the running and maintenance of our systems e.g. website suppliers, case management system providers etc. When we use third party service providers, we disclose only the personal data that is necessary to deliver the service. We ensure we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.

We may share your personal data with prospective buyers of our business under our legitimate interest to ensure our business can be continued by the buyer.

We may release your personal data to third parties beyond the above only if we are required to do so by law (e.g. by a court order), in connection with the prevention of fraud or other crime or to comply with our legal and regulatory obligations.

Where we use digital identity verification providers, fraud prevention services or other specialist technology providers, personal data may be shared for identity verification, fraud prevention, regulatory compliance and risk management purposes. Such providers process personal data under contractual arrangements requiring appropriate security and confidentiality safeguards.

10.0 How do we protect the personal data you provide to us?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instruction, and they are subject to a duty of confidentiality.

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

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org Get Safe Online is supported by HM Government and leading businesses.

11.0 Where your personal data is held

Personal data may be held at our offices and those of our third-party agencies, service providers, representatives and agents as described above (see above: 'Who do we share your personal information with?').

We store your personal data on our servers and third-party servers which are based both in the UK and outside of the UK.

When working with third parties we may need to transfer your personal data outside of the UK and / or EU.

Whenever we transfer personal data outside the UK, we ensure appropriate safeguards are in place in accordance with UK data protection legislation. These safeguards may include adequacy regulations, the UK International Data Transfer Agreement (IDTA), the UK Addendum to the EU Standard Contractual Clauses, or other lawful transfer mechanisms recognised under UK law."

To keep this policy as short and easy to understand as possible, we haven't set out the specific circumstances when each of these protection measures are used. You can contact us at gdprinfo@bidwells.co.uk for more detail on this.

12.0 How long will you keep my personal data?

We will not keep your personal data in a form that allows you to be identified for any longer than is reasonably necessary for achieving the permitted purposes. This means that personal data will be destroyed or erased from our systems or anonymised when it has reached the applicable retention period.

Retention periods vary according to the services provided and applicable legal requirements. A summary of key retention periods is available in our Retention Policy, available on request. Where specific legal or regulatory requirements apply, we may retain information for longer periods.

13.0 What happens to your personal data on a change of control of our business?

In the event of a business change in control resulting from, for example, a sale to, or merger with, another entity, we may transfer your personal data to the new party in control. The recipient of the personal data will be bound by confidentiality obligations.

14.0 Your rights

You have various rights under data protections laws, which you can exercise free of charge. Please keep in mind that privacy law is complicated, and these rights will not always be available to you all of the time

Access	The right to be provided with a copy of your personal data (the right of access)
Rectification	The right to require us to correct any mistakes in your personal data
To be forgotten	The right to require us to delete your personal data
Restriction of processing	The right to require us to restrict processing of your personal data e.g. if you contest the accuracy of the data
Data portability	The right to receive the personal data you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party
To object	The right to object: — at any time to your personal data being processed for direct marketing; — in certain other situations to our continued processing of your personal data, e.g. processing carried out for the purpose of our legitimate interests
Not to be subject to automated individual decision-making	Where applicable, the right to obtain information about significant automated decisions, request human intervention, express a point of view, challenge decisions and seek reconsideration of decisions based solely on automated processing."

For further information on each of those rights, including the circumstances in which they apply, please contact us or see the Guidance from the UK Information Commissioner's Office (**ICO**) on individuals' rights under the GDPR. Further information regarding your rights can be found on the Information Commissioner's Office website.

If you would like to exercise any of those rights, please:

Email, call or write to us using the contact details below; and

- let us have enough information to identify you (we may need to have proof of your identity); and
- let us know what right you want to exercise and the information to which your request relates

15.0 How to complain

We hope that we can resolve any query or concern you may raise about our use of your personal data.

Individuals may raise concerns about the use of their personal data with Bidwells using the contact details below. Complaints will be reviewed by the Compliance and Risk Team and investigated in accordance with our internal complaints handling procedures before referral to the Information Commissioner's Office (ICO), where appropriate.

The GDPR also gives you the right to lodge a complaint with a supervisory authority, where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the ICO who may be contacted at <https://ico.org.uk/concerns> or telephone: 0303 123 1113.

We may change this privacy policy from time to time —when we do, we will inform you via email and/or by updating the version of the privacy policy on our website at www.bidwells.co.uk

16.0 How to contact us

Please contact us by post, email or telephone if you have any questions about this privacy policy or the information we hold about you.

Our contact details are shown below:

Bidwells House, Trumpington Road, Cambridge, Cambridgeshire. CB2 9LD

gdprinfo@bidwells.co.uk

01223 841841



Nick Pettit
Senior Partner

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1.2	Reference to Creative Places and Copewell removed	21/01/2026	JCW
1.3	Inclusion of digital ID verification	24/07/2026	JCW
	Updated for Data (Use and Access) Act 2025 including automated decision-making, complaints handling, international transfer wording and digital verification processing	24/07/2026	AH