PRIVACY POLICY

Version 2.0 | Last reviewed: 1 November 2026

1. Introduction

Edwards Precision Limited is committed to protecting the privacy and personal information of our website visitors, customers, suppliers, employees and other individuals with whom we interact.

This Privacy Policy explains the information we collect, how we use and share it, how we protect it and the rights individuals have under applicable data protection legislation.

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable UK privacy legislation. “We”, “us” and “our” mean Edwards Precision Limited.

2. Who We Are

Edwards Precision Limited is registered in England and Wales under company number 05746016. Our registered office and principal place of business is Coronation Road, Cressex Business Park, High Wycombe, Buckinghamshire, HP12 3RP, United Kingdom.

Telephone: 01494 445178. Website: www.edwardsprecision.co.uk.

We act as data controller for personal information where we determine the purposes and means of processing it.

3. Information We Collect

Contact information. Names, business addresses, email addresses, telephone numbers, job titles and company details.

Customer and supplier information. Information concerning quotations, enquiries, orders, invoices, payments, deliveries and commercial transactions.

Website information. IP addresses, browser and device information, pages visited and website usage information, where collected.

Communications. Information supplied by telephone, email, website enquiries or other business communications.

Employment information. Where relevant, information relating to employees, applicants and people engaged to provide services. Additional employment privacy information may be provided separately.

Business systems. Information in manufacturing, order management, accounting and administrative systems that relates to identifiable individuals.

We aim to collect only information reasonably necessary for the relevant purpose.

4. How We Collect Information

We may receive information directly from individuals, our website and enquiry forms, customers and suppliers, orders and contracts, authorised business software and connected systems, and service providers acting on our behalf. Where information is received from another organisation, we handle it in accordance with applicable data protection requirements.

5. How We Use Personal Information

Business communications. Responding to enquiries, providing quotations and maintaining customer and supplier relationships.

Orders and manufacturing. Processing orders, planning and managing production, arranging deliveries, maintaining traceability and fulfilling obligations.

Accounting. Preparing Estimates, invoices and payment records, managing accounts and meeting accounting and tax requirements.

Website operation. Operating and securing our website and analysing its performance, subject to privacy and cookie requirements.

Compliance. Meeting legal obligations, responding to lawful requests and establishing, exercising or defending legal claims.

Administration. Maintaining accurate records, reducing unnecessary manual processing and protecting our systems.

We do not use personal information for incompatible purposes without an appropriate lawful basis.

6. Lawful Basis for Processing

Contractual necessity. Where processing is required for a contract with an individual or steps requested before entering one.

Legitimate interests. For efficient, accurate and secure administration, provided our interests are not overridden by individuals’ rights and freedoms.

Legal obligations. To meet legal, accounting, taxation and regulatory requirements.

Consent. Where required and validly obtained, including certain optional cookies and communications.

Individuals may withdraw consent at any time where processing relies on consent. Withdrawal does not affect earlier lawful processing. The applicable basis depends on the specific activity; contractual necessity does not automatically apply to every corporate contact.

7. Sharing Personal Information

We may disclose relevant personal data when necessary to accounting and financial software providers, manufacturing and project management systems, IT and cloud providers, professional advisers, delivery partners and subcontractors, and regulators or public authorities where legally required or permitted.

Where providers process information on our behalf, we seek appropriate contractual and security arrangements. We do not sell personal information.

8. Internal Business Systems and Software Integrations

Purpose. We use Smartsheet, QuickBooks Online and internally developed software to exchange authorised manufacturing, customer order and accounting information.

Information processed. This may include customer and supplier names and business contact details; purchase order, sales order and work order references; component descriptions, quantities, prices and delivery information; Estimates and accounting records; and technical identifiers and operational troubleshooting data.

How information is used. The integration aims to reduce duplicate entries, improve accuracy and help prepare accounting records. For example, authorised Smartsheet information may be used to prepare QuickBooks Estimates.

Access and security. Access is restricted to authorised personnel. Connections use authenticated APIs and applicable access controls. Authentication credentials are kept separately from source code with restricted access.

Third-party services. Relevant business information may be exchanged through Smartsheet and QuickBooks Online, subject to the providers' applicable privacy terms and data processing arrangements.

Communications. The integration does not automatically send marketing communications or publicly disclose customer accounting information. Business documents remain subject to company authorisation procedures.

Retention. Integration information is retained under applicable legal, accounting and business requirements. Temporary logs containing personal data are retained no longer than reasonably necessary for their purposes.

9. International Data Transfers

Some service providers may process or store personal information outside the UK. Where international transfers take place, we assess applicable legal requirements and use appropriate safeguards where required, which may include adequacy regulations, approved contractual measures or other lawful transfer mechanisms. Information on relevant safeguards may be requested from us.

10. Information Security

We use appropriate technical and organisational measures to protect personal information against unauthorised access, loss, alteration, disclosure and destruction. Measures may include user authentication, restricted permissions, protected credentials, secure transfer, backup arrangements and security incident processes, as appropriate to the risks. No electronic system can be guaranteed completely secure.

11. Data Retention

Accounting records. Financial and VAT-related records are generally retained for at least six years, or longer where applicable law or circumstances require.

Customer and supplier records. Retained where necessary for commercial relationships, contractual obligations, accounts administration and legitimate enquiries or disputes.

Website enquiries. Retained for an appropriate period according to the enquiry, subsequent relationship and legal obligations.

Employment records. Retained according to employment law and relevant company arrangements.

Secure disposal. When no longer required, information is deleted, anonymised or securely disposed of unless retention remains justified.

Different types of data may have different retention periods.

12. Cookies and Website Analytics

Cookies are small files stored on devices. Essential cookies may be required for website functionality or security. Where optional analytics or similar technologies are used, we obtain consent where required and provide appropriate choices to accept, reject or manage them.

Third-party services may use cookies or similar technologies. Details of technologies in use and available choices should be provided in our website’s cookie information and controls. Browser settings can also be used to manage cookies, but blocking some cookies may affect functionality.

13. Your Data Protection Rights

Subject to applicable conditions and exceptions, individuals may have the right to access information, have inaccurate data corrected, request erasure or restriction, receive certain data in a portable form, object to certain processing, withdraw consent and exercise rights relating to some automated decisions.

Requests may be made using the contact details below. We may request reasonable identity verification and will respond within applicable statutory time limits.

14. Complaints

If you have concerns about our processing, please contact us first if possible. You may also complain directly to the Information Commissioner’s Office (ICO), the UK data protection regulator, at ico.org.uk or by telephone on 0303 123 1113. Contacting us first does not limit your right to complain to the ICO.

15. External Websites

Our website may link to websites run by other organisations. We are not responsible for their privacy practices. Please review their privacy notices before providing personal information.

16. Changes to This Policy

We may revise this policy when legislation, business activities, systems or data protection practices change. The latest version will be made available on our website with its review or effective date. Material changes will be communicated where required by law.

17. Contact Us

Edwards Precision Limited, Coronation Road, Cressex Business Park, High Wycombe, Buckinghamshire, HP12 3RP, United Kingdom.

Telephone: 01494 445178 | Website: www.edwardsprecision.co.uk

You may also contact us through the contact form on our website.

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