



EDEN LEGAL CONSULTANCY

Privacy Policy

Last reviewed: May 2026

Eden Legal Consultancy values your privacy. This policy explains what personal information we may collect, how we use it, how we keep it safe, and your rights under UK data protection law.

1. Who we are

Eden Legal Consultancy provides practical support with document review, case organisation, complaint and letter writing, pre-legal case assessment, and related consultancy services. We are not a law firm and do not provide legal advice.

2. Information we may collect

We may collect:

- Your name and contact details, including your email address and telephone number.
- Information you choose to share when contacting us, making an enquiry, or booking support.
- Documents, correspondence, timelines, case summaries, or background information you provide for review or support.
- Payment and invoice information where you purchase services from us.
- Website or enquiry form information, where applicable.

3. How we use your information

We use your personal information to:

- Respond to your enquiries and communicate with you.
- Provide the service or support you have requested.
- Review, organise, summarise, or prepare documents where instructed by you.
- Prepare letters, complaint drafts, case summaries, or other written support.
- Process payments, issue invoices, and keep financial records.
- Meet legal, regulatory, accounting, or record-keeping obligations.
- Improve how we provide our services.

4. Sensitive information

Because of the nature of our work, you may choose to share sensitive information, such as health, family, financial, legal, employment, housing, or complaint-related information. We will only use this information for the purpose you provided it, unless the law requires otherwise.

5. How we store and protect your information

- We store information securely and restrict access to authorised people only.
- We take reasonable steps to protect documents, emails, and records from loss, misuse, unauthorised access, or disclosure.
- We encourage clients not to send unnecessary original documents unless specifically requested.

- We only keep information for as long as necessary for the service provided, for record-keeping, or to meet legal and financial obligations.

6. Sharing your information

We do not sell or trade your personal information. We may share information only where:

- You ask us to share it with another person or professional.
- It is necessary to provide the service, such as using secure email, cloud storage, payment, or administrative systems.
- We are required to do so by law, court order, or regulatory obligation.
- It is necessary to protect someone from serious harm.

7. Your rights

Under UK GDPR, you have the right to:

- Request a copy of the personal information we hold about you.
- Ask us to correct information that is inaccurate or incomplete.
- Ask us to delete your personal information where appropriate.
- Object to certain uses of your information.
- Withdraw consent where we rely on consent.
- Complain to the Information Commissioner's Office if you are unhappy with how your data has been handled.

8. Contact us

If you have any questions about this policy or wish to exercise your rights, please contact:

Eden Legal Consultancy

Email: enquiries@edenlegalconsultancy.co.uk

Website: www.edenlegalconsultancy.co.uk

If Eden Legal Consultancy has an ICO registration number, it should be added here before final publication.