

Thread Limited Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [How to complain](#)

Contact details

If you have any questions about this privacy notice or how we handle your personal data, please contact us:

Telephone: +44-7823715554

Email: contact@thread.uk

Registered office: Unit A553, 4-6 Greatorex Street, London, E1 5NF, United Kingdom

What information we collect, use, and why

We collect or use the following information to **provide services**

- Names and contact details (such as email address and phone number)
- Information provided in enquiries or communications
- Records of communications, meetings, and decisions
- Information relating to enquiries, feedback, or complaints

We may also process personal data on behalf of our clients when delivering customer service and support services.

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Communication preferences
- Records of consent, where applicable

We will only send marketing communications where we have a lawful basis to do so, such as your consent or where permitted under applicable law.

We collect or use the following information to **comply with legal or regulatory requirements**:

- Name
- Contact information
- Information required to comply with applicable laws and regulations

We collect or use the following information for **recruitment purposes**:

- Name and contact details

- Employment history and experience
- Education and qualifications
- Information provided in job applications or CVs

Recruitment information is used solely for assessing candidates and managing recruitment processes.

We collect or use the following personal information for **dealing with enquiries, complaints or claims**:

- Names and contact details
- Information contained in communications or enquiries
- Records of communications and correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)

- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services** are:

- Consent - where you have given us permission to use your information for a specific purpose. You may withdraw your consent at any time.
- Contract - where processing is necessary for us to enter or perform a contract with you.
- Legitimate interests - where processing is necessary for our legitimate business interests, including responding to enquiries, managing client relationships, and improving our services, provided those interests are not overridden by your rights and freedoms.
- Legal obligation - where we are required to process personal information to comply with applicable laws or regulations.

Our lawful bases for collecting or using personal information for **service updates or communications** are:

- Consent - where you have given us permission to contact you for specific communications or marketing purposes. You may withdraw your consent at any time.
- Legitimate interests - where it is necessary for our legitimate business interests, including responding to enquiries, maintaining business relationships, and communicating about our services, provided those interests are not overridden by your rights and freedoms.

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Legal obligation – where we are required to process personal information to comply with applicable laws, regulations, or legal processes.

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Legitimate interests - where processing is necessary for assessing candidates, managing recruitment processes, and making hiring decisions, provided those interests are not overridden by your rights and freedoms.
- Contract – where processing is necessary to take steps prior to entering into an employment or contractor agreement.

- Legal obligation – where we are required to process personal information to comply with applicable employment or legal requirements.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Legitimate interests - where processing is necessary for responding to enquiries, resolving complaints, managing claims, and maintaining business relationships, provided those interests are not overridden by your rights and freedoms.
- Contract – where processing is necessary for us to enter into or perform a contract with you.
- Legal obligation – where we are required to process personal information to comply with applicable laws or legal processes.

Where we get personal information from

- Directly from you, including when you contact us, submit enquiries, apply for roles, or communicate with us
- From our clients, where we process personal data on their behalf as part of delivering our services

International Data Transfers

- Personal data may be accessed or processed by authorised personnel located outside the UK, including in India, as part of delivering our services.
- Where personal data is transferred outside the UK, we take appropriate steps to ensure it is protected and handled securely in accordance with UK data protection laws.

How long we keep information

We only retain personal data for as long as necessary to fulfil the purposes for which it was collected, including responding to enquiries and maintaining business relationships.

If you contact us, we may retain your information for up to 12 months after our last communication, unless a longer retention period is required for legal or regulatory purposes.

Where we process personal data on behalf of our clients, we retain such data only for the duration of the service and in accordance with our contractual obligations. For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated: 06/05/2026