

## Privacy Policy

Perth and Northumberland Property Maintenance Limited

Effective date: 1st May 2026

### **1. Introduction**

Perth and Northumberland Property Maintenance Limited (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and protect your personal data. We comply with UK GDPR and the Data Protection Act 2018.

### **2. Who We Are**

Company name: Perth and Northumberland Property Maintenance Limited

Registered address: Unit 3 Vance Business Park, Gateshead NE11 9NE

Email: [Insert email]

Telephone: [Insert phone]

We are the data controller for your data.

### **3. What Personal Data We Collect**

We may collect: Name, address, email, phone number, property details, maintenance requirements, quotes, invoices, and basic website usage data.

### **4. How We Collect Your Data**

We collect data when you contact us, request services, enter into a contract, or use our website.

### **5. How We Use Your Data**

To provide services, prepare quotes and invoices, communicate with you, comply with legal obligations, and improve our services.

### **6. Lawful Basis**

Contract, legal obligation, legitimate interests, and consent (where applicable).

### **7. Sharing Your Data**

We may share data with subcontractors, accountants, IT providers, and authorities if legally required. We do not sell your data.

### **8. Data Retention**

We typically retain records for up to 6 years for legal purposes. Enquiries may be kept for 12–24 months.

### **9. Data Security**

We use secure storage, password-protected systems, and restricted access controls.

## **10. Your Rights**

You can access, correct, delete, restrict, or object to processing of your data, and withdraw consent.

## **11. Complaints**

You can contact the ICO at [www.ico.org.uk](http://www.ico.org.uk) or 0303 123 1113.

## **12. Cookies**

Our website may use cookies; you can control these in your browser.

## **13. Changes**

We may update this policy; the latest version will be available on request or online.