



DATA PROTECTION POLICY AND PRIVACY NOTICE

Plymouth Property Maintenance Ltd

1 Alexandra Road
Plymouth
PL6 5AE

Privacy

Plymouth Property Maintenance Ltd is committed to protecting the privacy of your personal information. Our company is registered with the Information Commissioner's Office (ICO) under registration reference **ZA659813** to demonstrate our commitment to transparent data handling practices and complies with the General Data Protection Regulations (GDPR) effective from May 2018.

Good information handling makes good business sense. By adhering to these principles, we aim to enhance our reputation, increase customer and employee confidence, and ensure that personal information is accurate, relevant, and secure, saving both time and resources. Our organisation acts as a Data Controller. As such, we handle and process information about individuals and must comply with strict rules regarding how personal data is collected, used, and stored.

Lawful Basis for Processing

Our company must have a valid lawful basis for processing personal data and demonstrate that processing is necessary to provide our products and services. The lawful bases we rely on include:

- **Contract:** Processing is necessary to fulfil contractual obligations, such as providing quotations, acting as a credit intermediary in a finance agreement, or offering warranties.
- **Legal Obligation:** Processing is required to comply with legal requirements, such as health and safety legislation.
- **Legitimate Interests:** Processing is necessary for legitimate business purposes, such as conducting customer surveys or creating finance plans when acting as a credit intermediary.
- **Consent:** Explicit consent is obtained if individuals wish to receive marketing communications about alternative products or services.

We do not process special category data.

Collection of Information and Consent

We may collect personal information from you if you provide it voluntarily. By providing personal information, you agree to its use as described in this policy. If you later wish to withdraw consent for specific purposes, please contact us in writing at the address provided.

Types of Information We Collect:

- Information provided when purchasing products or services.
- Information submitted via forms.
- Details shared during correspondence with our sales or customer relations teams.
- Information collected during the recruitment process.
- Statistical data about browsing patterns (for administrative purposes).



We will only request and collect information necessary to provide requested services and improve the quality of our offerings. Additional information will not be required unless it is essential to delivering the services.

Reasons for Collecting Your Information

We may collect and process the following personal information to:

- Identify you during communications.
- Assess eligibility for products or services.
- Perform regulatory checks and meet obligations to regulators.
- Communicate with you about services and products.
- Administer warranties, maintenance, and guarantees.
- Detect and prevent fraud or criminal activity.
- Carry out credit reference checks.
- Conduct market research to improve services.
- Contact you with information about products, services, and promotions (with your consent).

Sharing Your Information

We may share your personal information with:

- Third-party service providers acting on our behalf.
- Finance lenders or brokers when acting as a credit intermediary.
- Credit reference agencies and fraud prevention agencies.
- Law enforcement authorities where legally required.

Your Rights

Under GDPR, you have the right to:

- Request access to personal information we hold about you.
- Request corrections to inaccurate data.
- Withdraw consent for processing personal data where applicable.

Requests should be submitted in writing to the address above. If your request is excessive or unreasonable, we may charge a fee, which will be communicated in advance.

Security of Your Information

We are committed to ensuring your information is secure. Robust physical, electronic, and managerial safeguards are in place to protect against unauthorised access or disclosure.

Use of Cookies

Cookies are small files placed on your device to improve your experience on our website.

We use traffic log cookies to analyse web traffic and enhance website functionality. This information is used for statistical purposes and is deleted once processed.

You can manage cookie preferences through your browser settings. Declining cookies may limit the functionality of certain website features.

Links to Other Websites

Our website may contain links to external sites. We are not responsible for the privacy practices of these sites and recommend reviewing their privacy statements.

Breach Notification

Our company has robust procedures to identify, report, and resolve personal data breaches in compliance with GDPR.



Dealing with Data Protection Complaints

If you have questions or concerns about our management of personal data, please contact:

Jason Peek, Director and Data Protection Officer (DPO)

1 Alexandra Road
Plymouth
PL6 5AE


If dissatisfied with our response, you can escalate your complaint to the Information Commissioner's Office (ICO) by calling **0303 123 1113** or visiting www.ico.org.uk.

Policy Changes

We may update this policy to reflect changes in customer feedback or company practices. Any updates will be published on this page.

Director Statement:

"This policy will be reviewed annually, or sooner if significant changes occur, to ensure it remains compliant with legal and operational requirements."

Name	Position	Sign	Date
Jason Peek	Director		02/01/2026