



HERITAGE

(UK) SERVICES LTD

Privacy Policy

Heritage (UK) Services Limited

Company Number: 05517475

Website: <https://heritageukservices.com>

Email: info@heritageukservices.com

Telephone: 023 8061 4467

Last Updated: 18 May 2026

1. Introduction

Heritage (UK) Services Limited (“we”, “us”, “our”) is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store and protect personal information when you:

- Visit our website;
- Contact us by telephone, email or contact form;
- Request a quotation or information about our services;
- Engage us to provide construction, refurbishment, maintenance or related services; or
- Otherwise interact with our business.

We process personal data in accordance with the UK General Data Protection Regulation (“UK GDPR”), the Data Protection Act 2018 and other applicable privacy laws.

2. Who We Are

Heritage (UK) Services Limited is a construction and property services company providing services including:

- Commercial property refurbishment and fit outs;
- Listed and historic building works;
- Dilapidations and property refurbishments;
- Residential maintenance, extensions, refurbishments and new builds; and
- Related construction and surveying services.

For the purposes of data protection law, Heritage (UK) Services Limited is the “data controller” of your personal data.

3. What Information We Collect

We may collect and process the following categories of personal information:

Information You Provide Directly

- Name;
- Company name;
- Postal address;
- Email address;
- Telephone number;
- Property or project details;
- Enquiry details;
- Information provided through our website contact forms;
- Information provided during quotations, surveys or project discussions; and
- Any other information you voluntarily provide.

Technical Information

When you visit our website, we may automatically collect:

- IP address;
- Browser type and version;
- Device information;
- Website usage information;
- Referring website addresses; and
- Cookie and analytics data.

Project and Service Information

Where relevant to providing services, we may collect:

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UNIT 24 PARHAM DRIVE, BOYATT WOOD INDUSTRIAL ESTATE, EASTLEIGH, HAMPSHIRE, SO50 4NU. REGISTERED IN ENGLAND. COMPANY NO: 05517475.



- Property addresses;
- Site access details;
- Survey information;
- Project specifications;
- Planning or building information; and
- Communications relating to projects.

4. How We Use Your Information

We use personal information for the following purposes:

- Responding to enquiries;
- Providing quotations and estimates;
- Managing projects and delivering services;
- Communicating with clients, suppliers and contractors;
- Arranging surveys, site visits and inspections;
- Maintaining business records;
- Complying with legal and regulatory obligations;
- Improving our website and services;
- Preventing fraud and protecting our business; and
- Sending service-related communications.

Where permitted by law, we may also use your information to provide updates about our services that may be relevant to you. You may opt out of marketing communications at any time.

5. Legal Basis for Processing

Under UK GDPR, we rely on one or more of the following legal bases:

- **Contract** – where processing is necessary to provide services or take steps before entering into a contract;
- **Legitimate Interests** – where processing is necessary for our legitimate business interests, provided those interests are not overridden by your rights;
- **Legal Obligation** – where we are required to comply with legal or regulatory obligations; and
- **Consent** – where you have provided consent for specific processing activities.

6. Sharing Your Information

We do not sell your personal data.

We may share your information with trusted third parties where necessary for legitimate business purposes, including:

- Professional advisers;
- Surveyors, consultants and subcontractors;
- Suppliers and service providers;
- IT and website hosting providers;
- Accountants, insurers and legal advisers;
- Regulatory authorities; and
- Government or law enforcement bodies where required by law.

All third parties are expected to respect the security of your personal information and process it lawfully.

7. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including:

- To fulfil contractual obligations;
- To comply with legal, tax and accounting requirements;
- To resolve disputes; and
- To enforce our agreements.

Retention periods may vary depending on the nature of the information and applicable legal requirements.

8. Data Security

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, disclosure or alteration.

However, no method of internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.



9. Your Rights

Under UK data protection law, you may have the right to:

- Request access to your personal data;
- Request correction of inaccurate information;
- Request erasure of your information;
- Object to processing;
- Request restriction of processing;
- Request transfer of your information;
- Withdraw consent where processing is based on consent; and
- Lodge a complaint with the Information Commissioner's Office ("ICO").

To exercise your rights, please contact us using the details below.

10. Cookies

Our website may use cookies and similar technologies to improve user experience and analyse website performance.

Cookies are small files stored on your device that help websites function effectively.

You can manage or disable cookies through your browser settings.

If you use analytics or cookie tracking tools, you may wish to add a dedicated Cookie Policy and cookie consent banner to your website.

11. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of external websites.

We encourage users to read the privacy policies of any third-party websites they visit.

12. Changes to This Policy

We may update this Privacy Policy from time to time.

Any updates will be posted on this page together with the revised "Last Updated" date.

13. Contact Us

If you have any questions about this Privacy Policy or how your personal data is handled, please contact:

Heritage (UK) Services Limited

Website: <https://heritageukservices.com>

Email: info@heritageukservices.com

Telephone: 023 8061 4467

14. Complaints

If you are unhappy with how we handle your personal information, you have the right to complain to the Information Commissioner's Office (ICO).

Information about the ICO can be found at: <https://ico.org.uk>

Important Note

This document is a general business privacy policy template prepared from publicly available information about Heritage (UK) Services Limited and standard UK GDPR requirements. It should be reviewed and approved by your legal adviser before publication to ensure it accurately reflects your business practices, cookie usage, marketing activity and data handling procedures.