

Website Privacy Policy

Effective Date: 25th October 2016

Last Updated: 1st November 2025

City Planned Maintenance ("we," "us," or "our") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard the information you provide when you visit our website (www.cityplannedmaintenance.com) contact us, or use our commercial maintenance services.

1. Information We Collect

We may collect the following types of information:

a. Personal Information

When you contact us, request a quote, or use our services, we may collect:

- Your name
- Company name
- Email address
- Phone number
- Service address or property location
- Billing or payment details (if applicable)

b. Automatically Collected Information

When you visit our website, we may automatically collect:

- Your IP address
- Browser type and version
- Pages you visit and time spent on them
- Device and operating system information

This data helps us improve our website and understand visitor usage trends.

c. Cookies and Tracking Technologies

We may use cookies and similar tracking technologies to enhance your browsing experience, analyse site performance, and tailor our content. You can adjust your browser settings to refuse cookies if you prefer.

2. How We Use Your Information

City Planned Maintenance uses the information we collect to:

- Respond to inquiries and provide service quotes
- Schedule and deliver maintenance, repair or call out
- Process payments and send invoices
- Improve our website and customer experience
- Communicate important service updates or offers
- Comply with applicable laws and regulations

We will never sell or rent your personal information to third parties.

3. How We Share Your Information

We may share your information only in the following circumstances:

- **Service Providers:** With trusted partners who assist us in operating our business (e.g., IT support, payment processors).
- **Subcontractors:** With vetted subcontractors as necessary to complete maintenance or repair work.
- **Legal Requirements:** When required by law, regulation, or valid legal process.

All third parties we engage are required to protect your information and use it only for authorized purposes.

4. Data Security

We take reasonable administrative, technical, and physical measures to protect your personal data against unauthorised access, loss, misuse, or alteration. However, please note that no method of transmission over the Internet or electronic storage is completely secure.

5. Your Rights and Choices

You have the right to:

- Access and update your personal information
- Request correction or deletion of your personal data (subject to legal or contractual obligations)
- Opt out of receiving marketing or promotional communications

To exercise any of these rights, please contact us using the details below.

6. Data Retention

We retain personal information only as long as necessary to provide our services, fulfill legal obligations, and resolve disputes.

7. Links to Other Websites

Our website may contain links to third-party websites. City Planned Maintenance is not responsible for the content or privacy practices of these external sites. We encourage you to review their privacy policies.

8. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised "Effective Date." Please review it periodically to stay informed.

9. Contact Us

If you have questions or concerns about this Privacy Policy or how we handle your personal information, please contact us:

City Planned Maintenance

20-22 Wenlock Road, London, N1 7NU

Email: helpdesk@city-pm.com

Phone: 07943548402

Website: www.cityplannedmaintenance.com