



PRIVACY POLICY

www.otipro.co.uk — How We Use Your Personal Data

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Document Reference:	OTP-PRV-WEB-001
Version:	1.0
Effective Date:	12 April 2026
Last Updated:	12 April 2026
Data Controller:	OtiPro Ltd, Company No. 14122160 (incorporated 20 May 2022)
Registered Address:	27 Heathfield Road, London SW18 3HR
Contact:	admin@otipro.co.uk
Website:	www.otipro.co.uk
ICO Registration:	Ref. ZC007999 (registered 06 Oct 2025, expires 05 Oct 2026)
Legislative basis:	UK General Data Protection Regulation (UK GDPR); Data Protection Act 2018; Privacy and Electronic Communications Regulations 2003 (PECR)

1. Who We Are

OtiPro Ltd is a property management, laundry, facilities support, and concierge services company based in London. We are registered in England and Wales (Company No. 14122160 (incorporated 20 May 2022)) and our registered office is at 27 Heathfield Road, London SW18 3HR.

We are registered with the Information Commissioner's Office (ICO) under reference ZC007999. We are the data controller for personal data collected through this website and in the course of our business activities.

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us at: admin@otipro.co.uk

2. What Personal Data We Collect

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

Category	Examples	How Collected
Identity data	Name, job title, company name	Contact forms, email enquiries, meetings
Contact data	Email address, telephone number, postal address	Contact forms, email enquiries, business cards
Communication data	Contents of messages, enquiries, and correspondence sent to us	Contact forms, email, telephone
Technical data	IP address, browser type, device type, pages visited, time on site	Automatically via cookies and analytics tools (with your consent)
Usage data	How you use our website	Analytics tools (with your consent)

We do not collect any special category data (such as health data, racial or ethnic origin, religious beliefs, or biometric data) through this website.

3. How We Use Your Personal Data

Purpose	Data Used	Legal Basis (UK GDPR)
Responding to enquiries and contact form submissions	Identity, contact, communication data	Legitimate interests (Art. 6(1)(f)) — to respond to prospective clients and business contacts
Providing our services to clients	Identity, contact, communication data	Contract (Art. 6(1)(b)) — necessary to perform our services
Sending service-related communications	Identity, contact data	Contract or legitimate interests
Improving our website and understanding how it is used	Technical, usage data	Consent (Art. 6(1)(a)) — via cookie consent
Complying with legal obligations	As required	Legal obligation (Art. 6(1)(c))

We will never sell your personal data to any third party. We will never use your data for unsolicited marketing without your prior consent.

4. Cookies

Our website (www.otipro.co.uk) uses cookies. Cookies are small text files placed on your device when you visit a website.

We use the following types of cookies:

Cookie Type	Purpose	Consent Required?
Strictly necessary	Essential for the website to function (e.g. session cookies)	No — these cannot be refused
Analytics / performance	Understanding how visitors use our website (e.g. Google Analytics)	Yes — via our cookie consent banner
Functional	Remembering your preferences	Yes — via our cookie consent banner

When you first visit our website, you will be shown a cookie consent banner. You can accept or decline non-essential cookies. You can also change your cookie preferences at any time by clearing your browser cookies and revisiting the site.

For more information about managing cookies, visit: www.allaboutcookies.org

5. Who We Share Your Data With

We may share your personal data with:

- Our hosting and website service providers — who process data on our behalf as data processors under a data processing agreement
- Analytics providers (e.g. Google Analytics) — only with your cookie consent
- Professional advisers — solicitors, accountants, and insurers — under strict confidentiality obligations
- HMRC, the ICO, or other regulatory bodies — where required by law

We do not transfer your personal data outside the United Kingdom without ensuring appropriate safeguards are in place.

6. How Long We Keep Your Data

Data Type	Retention Period
Enquiries and contact form data (no contract formed)	12 months from the date of the enquiry, then securely deleted
Client data (where a contract is formed)	6 years from the end of the contract, in accordance with our legal obligations
Analytics data (with consent)	As per the analytics provider's retention settings (typically 26 months for Google Analytics)
Cookie consent records	12 months

7. Your Rights

Under UK GDPR you have the following rights in relation to your personal data:

Right	What This Means
Right of access	You may request a copy of the personal data we hold about you (Subject Access Request)
Right to rectification	You may ask us to correct inaccurate or incomplete data
Right to erasure	You may ask us to delete your data in certain circumstances
Right to restriction	You may ask us to restrict how we process your data in certain circumstances
Right to object	You may object to processing based on legitimate interests
Right to data portability	You may request your data in a portable, machine-readable format
Right to withdraw consent	Where we rely on consent, you may withdraw it at any time without affecting the lawfulness of prior processing

To exercise any of these rights, please contact us at: admin@otipro.co.uk. We will respond within one calendar month.

If you are unhappy with how we have handled your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk or by telephone: 0303 123 1113. We would, however, appreciate the opportunity to address your concern directly before you contact the ICO.

8. Security

We take the security of your personal data seriously. We implement appropriate technical and organisational measures to protect your data against unauthorised access, loss, destruction, or alteration. However, no method of transmission over the internet is completely secure. If you have reason to believe that your interaction with us is no longer secure, please contact us immediately.

If we become aware of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the ICO within 72 hours and, where required, notify you directly.

9. Third-Party Links

Our website may contain links to third-party websites. This Privacy Policy applies only to www.otipro.co.uk. We are not responsible for the privacy practices of any third-party websites. We recommend that you read the privacy policy of any website you visit.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The current version will always be available at www.otipro.co.uk. The "Last Updated" date at the top of this policy will be updated whenever changes are made. We encourage you to review this policy periodically.

11. Contact Us

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