



## **Privacy Policy**

### **Latimer Living Ltd**

**Last Updated:** 22 March 2026

#### **1. Introduction**

This Privacy Policy explains how **Latimer Living Ltd** collects, uses, and protects personal data when you use our services or interact with us.

We are committed to protecting your personal information and handling it in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This policy applies to personal data collected through:

- 1.1.1 our website
- 1.1.2 telephone enquiries and bookings
- 1.1.3 email communications
- 1.1.4 service visits to properties
- 1.1.5 payment transactions
- 1.1.6 other interactions with our business

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

Latimer Living Ltd

Company Number: 10650330

Registered Office:

30 North Street

Bourne

England

PE10 9AB

If you have any questions regarding this Privacy Policy or your personal data, you may contact us at:

Email: [enquiries@latimerliving.com](mailto:enquiries@latimerliving.com)

Telephone: (+44) 0 7714700031

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

We may collect and store the following types of personal data.

#### **3.1 Contact Information**

- 3.1.1 name
- 3.1.2 email address
- 3.1.3 telephone number
- 3.1.4 property address where services are required

#### **3.2 Booking and Service Information**

- 3.2.1 details of the services requested
- 3.2.2 appointment dates and times
- 3.2.3 communications relating to bookings
- 3.2.4 service history and job records relating to work carried out at the property

#### **3.3 Payment Information**

Payments for services may be processed through a third-party payment provider, including **Stripe**.

We do **not store full card payment details**.

#### **3.4 Service Documentation**

To maintain accurate service records, we may create job reports which may include:

- 3.4.1 engineer notes
- 3.4.2 descriptions of faults identified
- 3.4.3 works carried out
- 3.4.4 recommendations for further works
- 3.4.5 photographs of work areas or installations where necessary to document the services provided

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

Personal data may be collected when:

- 4.1.1 you submit a booking or enquiry through our website
- 4.1.2 you contact us by telephone or email
- 4.1.3 you request a quotation for services
- 4.1.4 we attend a property to carry out services
- 4.1.5 payment is made for services

## 5. How We Use Personal Data

We use personal data for the following purposes:

- 5.1.1 arranging and delivering the services requested
- 5.1.2 managing bookings and appointments
- 5.1.3 communicating with clients regarding services
- 5.1.4 issuing job reports and service documentation
- 5.1.5 maintaining service history records
- 5.1.6 processing payments and issuing invoices
- 5.1.7 maintaining business records and complying with legal obligations
- 5.1.8 resolving disputes or service queries

## 6. Sharing Personal Data

In order to provide our services, personal data may be shared where necessary with:

- 6.1 Engineers or subcontractors attending the property to carry out the requested services
  - 6.2 Payment processing providers, including **Stripe**, for the purpose of securely processing payments
  - 6.3 Service providers who support the operation of our business systems, including:
    - 6.3.1 Customer relationship management (CRM) systems used to manage bookings and service records
    - 6.3.2 Accounting and invoicing platforms, including **Xero**
    - 6.3.3 Email and communication systems provided through **Google Workspace**
    - 6.3.4 Professional advisers, insurers, or regulatory authorities where required by law.
- We do not sell or share personal data with third parties for unrelated marketing purposes.**

## 7. Payment Processing

Payments made through our website or payment links may be processed by **Stripe**, a third-party payment service provider.

Stripe processes payment information in accordance with its own **privacy policies and security standards**.

Latimer Living Ltd does **not store or retain full card payment details**.

## 8. Subcontractors and Engineers

Where services are delivered by engineers or subcontractors engaged by us, relevant booking and property information may be shared with them for the purpose of delivering the requested services.

Contractors engaged by us are expected to handle personal data responsibly and only for the purposes of carrying out the services.

## **9. Data Storage and Security**

We take reasonable technical and organisational measures to protect personal data against unauthorised access, loss, misuse, or alteration.

Personal data may be stored securely within our internal systems or within trusted third-party platforms used to manage our business operations, including CRM systems, accounting software, and communication platforms such as **Google Workspace**.

## **10. How Long We Keep Personal Data**

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

- 10.1.1 maintaining service records
- 10.1.2 fulfilling contractual obligations
- 10.1.3 complying with legal and regulatory requirements
- 10.1.4 resolving disputes or claims

## **11. Your Data Protection Rights**

Under UK GDPR you have the right to:

- 11.1.1 request access to your personal data
- 11.1.2 request correction of inaccurate or incomplete data
- 11.1.3 request deletion of personal data in certain circumstances
- 11.1.4 restrict or object to the processing of your personal data
- 11.1.5 request transfer of your personal data where applicable

Requests may be made using the contact details provided above.

## **12. Marketing and Service Communications**

12.1 We may contact clients regarding their bookings, services requested, quotations, job reports, invoices, or other operational matters necessary for the delivery of our services.

12.2 From time to time we may send service updates, customer satisfaction surveys, or information about services that may be relevant to you.

12.3 Marketing communications will only be sent where you have provided consent or where otherwise permitted under applicable laws.

12.4 You may opt out of marketing communications at any time by following the unsubscribe instructions provided in the communication or by contacting us directly.

12.5 Where our business is sold or transferred, personal data may be transferred as part of that transaction in accordance with applicable data protection laws.

## **13. Cookies**

Our website may use cookies or similar technologies to improve functionality and analyse website usage.

Further details are provided in our **Cookie Policy**.

#### **14. Changes to This Policy**

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

#### **15. Contact Information**

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

Latimer Living Ltd  
30 North Street  
Bourne  
England  
PE10 9AB

Email: [enquiries@latimerliving.com](mailto:enquiries@latimerliving.com)

Telephone: (+44) 0 7714700031