



Privacy Policy

Effective Date: January 2025

1. Introduction

Eden Facilities & Property Management LTD ("we", "our", "us") values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and safeguard information when you use our website www.edencompany.co.uk or contact us directly.

2. Information We Collect

- Identity Data: name, company name, title, and contact details.
- Contact Data: email address, phone number, and postal address.
- Project Data: property addresses, service requirements, and project details you provide.
- Technical Data: IP address, browser type, and website usage (via cookies and analytics).

3. How We Use Your Information

We use your personal data to:

- Respond to enquiries and provide quotations.
- Deliver services you request.
- Process payments and invoices.
- Communicate project updates and customer support.
- Send important updates about our services or policies.
- Improve our website and services.

4. Lawful Basis for Processing

- Contract: to fulfil our services and agreements with you.
- Consent: where you have opted in (e.g., newsletter subscriptions).
- Legal obligation: where required by law.
- Legitimate interests: to operate and improve our business and services.

5. Data Sharing

We may share your data with trusted third parties when necessary, such as:

- Subcontractors or suppliers involved in delivering your project.
- Professional advisors (accountants, insurers, legal services).

- Regulators and government authorities when legally required.

6. Data Retention

- Enquiries: retained for up to 12 months.
- Project records: retained for up to 7 years to meet legal obligations.

7. Data Security

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

8. Your Rights

You have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate or incomplete data.
- Request deletion of your data (where legally possible).
- Object to processing in certain circumstances.
- Withdraw consent at any time.

9. Cookies & Analytics

Our website may use cookies and tracking tools (such as Google Analytics) to improve performance and user experience. You can disable cookies in your browser settings, but some features may not function properly.

10. Contact Us

Eden Facilities & Property Management LTD

■ Email: info@edencompany.co.uk

■ Tel: 07805786812

■ Web: www.edencompany.co.uk

If you are unsatisfied with our response, you may lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

11. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.