

Privacy Policy

P&P Property Preservation

Website: www.ppproperty.co.uk

Address: 14 Ducketts Mead, Canewdon, SS4 3PX

Effective date: 19 April 2026

1. About this Privacy Policy

P&P Property Preservation ("we", "us" or "our") respects your privacy and is committed to protecting your personal information.

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

- visit our website, www.ppproperty.co.uk;
- contact us through our website contact form;
- request a quotation or use our online quotation form;
- contact us about our property preservation, building or related services;
- become a customer or potential customer; or
- otherwise provide personal information to us in connection with our business.

We process personal information in accordance with applicable UK data protection law, including the UK GDPR and the Data Protection Act 2018.

2. Information we collect

Depending on how you interact with us, we may collect:

Contact and identification information

This may include:

- your name;
- postal address;
- email address;
- telephone number; and
- other contact details you choose to provide.

Property and quotation information

When you request a quotation or enquire about our services, we may collect information such as:

- your property address;
- details about the property;

- information about the work or services you require;
- photographs or other information you provide about the property;
- details relating to the proposed works; and
- information necessary to prepare, provide and administer a quotation.

Customer and project information

If you become a customer, we may process information necessary to provide our services, administer your project, communicate with you, issue invoices and maintain appropriate business records.

Website information

When you use our website, certain technical information may be collected automatically, depending on the cookies and other technologies used by our website. This may include information such as your IP address, browser type, device information and information about how you use our website.

3. How we collect your information

We may collect personal information:

- directly from you when you contact us;
- through our website contact forms;
- through our online quotation forms;
- when you telephone, email or otherwise communicate with us;
- when you request or receive a quotation;
- when you instruct us to carry out work; and
- automatically through cookies and similar technologies when you use our website.

We do not use CCTV as part of our business operations.

We do not currently send marketing emails.

4. How we use your information

We may use your personal information to:

- respond to enquiries;
- provide information about our services;
- prepare and provide quotations;
- arrange surveys, inspections or site visits;
- provide our services;

- communicate with you about your project;
- administer contracts with customers;
- issue and manage invoices and payments;
- maintain business and financial records;
- deal with complaints or queries;
- comply with legal and regulatory obligations;
- protect our business against fraud or misuse; and
- operate, maintain and improve our website.

We will only use your personal information where we have a lawful basis for doing so.

5. Lawful basis for processing

Depending on the circumstances, we may rely on one or more of the following lawful bases:

Contract

We may process your information where it is necessary to enter into or perform a contract with you, including providing quotations and carrying out building or property preservation work.

Legitimate interests

We may process information where it is necessary for our legitimate business interests, provided those interests are not overridden by your rights and interests.

This may include managing enquiries, maintaining business records, administering our business and improving our services and website.

Legal obligation

We may process personal information where necessary to comply with a legal or regulatory obligation.

Consent

Where required by law, we may ask for your consent before processing your information. Where processing is based on consent, you may withdraw that consent at any time.

6. Online contact and quotation forms

If you submit an enquiry or quotation request through our website, the information you provide will be sent to us so that we can respond to your request.

We may use the information you provide to:

- contact you regarding your enquiry;

- assess your requirements;
- arrange a site visit or inspection where appropriate;
- prepare a quotation; and
- provide the requested services if you decide to proceed.

Please only provide information that is relevant to your enquiry or quotation request.

7. Who we share your information with

We do not sell or rent your personal information.

Where necessary for operating our business, we may share relevant information with trusted third parties, such as:

- professional advisers;
- accountants;
- insurers;
- IT, website and hosting providers;
- payment service providers;
- software and business administration providers;
- subcontractors or other contractors involved in providing services to you; and
- government, regulatory or law-enforcement bodies where we are legally required to do so.

Where we use third parties to process personal information on our behalf, we expect them to handle that information securely and in accordance with applicable data protection requirements.

We will only share information that is reasonably necessary for the relevant purpose.

8. How we protect your information

We take reasonable technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- destruction;
- misuse;
- alteration; or
- unlawful disclosure.

Access to personal information is restricted to people who reasonably need it for legitimate business purposes.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

9. How long we keep your information

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

The length of time we keep information will depend on the nature of the information and why we need it.

For example, we may retain:

- enquiry and quotation information for a reasonable period after the enquiry or quotation has been dealt with;
- customer and project information for as long as reasonably necessary to administer the project and deal with potential contractual, warranty, accounting or legal matters; and
- financial and accounting records for the period required by applicable law.

When personal information is no longer required, we will take reasonable steps to securely delete it or dispose of it.

10. Cookies

Our website uses cookies and similar technologies.

Cookies are small files placed on your device that can help a website function, remember preferences or collect information about how the website is used.

Some cookies may be strictly necessary for the website to operate. Other cookies may require your consent before they are placed on your device.

We will provide information about the cookies used by our website and, where required, obtain your consent before using non-essential cookies. Current ICO guidance states that organisations generally need to explain what cookies or similar technologies do and obtain prior consent where the relevant technology is not covered by an exception. ([Information Commissioner's Office](#))

You can also manage or delete cookies through your browser settings.

The specific cookies used on our website may change from time to time. Our cookie information should therefore be reviewed periodically to ensure it accurately reflects the technologies currently in use.

11. Your data protection rights

Depending on the circumstances, you have rights under UK data protection law, including the right to:

- ask for a copy of the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;

- ask us to delete personal information where there is no lawful reason for us to continue processing it;
- ask us to restrict how we use your information in certain circumstances;
- object to certain processing;
- ask for your information to be transferred to another organisation where the right to data portability applies; and
- withdraw consent where we rely on consent as our lawful basis.

These rights are subject to certain legal exceptions and limitations.

If you would like to exercise a data protection right, please contact us using the details provided below.

12. Accessing your personal information

You generally have the right to request access to the personal information we hold about you.

If you make a request, we may need to verify your identity before providing information.

We will normally respond to valid requests within the period required by applicable data protection law.

13. Complaints

If you have concerns about how we have handled your personal information, we would encourage you to contact us first so that we can try to resolve the matter.

You also have the right to complain to the UK's data protection regulator, the Information Commissioner's Office (ICO).

You can find information about making a complaint on the ICO's website:

[Information Commissioner's Office \(ICO\)](#)

14. Data transfers outside the UK

Some of the third-party services we use to operate our website or business may process information outside the UK.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is carried out in accordance with applicable UK data protection law.

15. Children's information

Our website and services are intended for adults and are not directed at children.

We do not knowingly collect personal information from children unless there is a legitimate reason to do so and appropriate safeguards are in place.

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, technology or applicable legal requirements.

The latest version will be published on our website.

17. Contact us

If you have any questions about this Privacy Policy, how we use your personal information, or wish to exercise your data protection rights, please contact:

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14 Ducketts Mead

Canewdon

SS4 3PX

United Kingdom

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Last updated: 19 April 2026