

Muirshiel Centre Home Maintenance Service Privacy Policy

Last updated: 21/04/2026

Muirshiel Centre (“we”, “us”, “our”) is committed to protecting the privacy and security of your personal information. This Privacy Policy explains how we collect, use, store, and protect your data when you contact us or use our home maintenance services.

We comply fully with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. What Information We Collect

We collect personal information directly from you when you call us or complete our online form. This may include:

- Full name
- Date of birth
- Email address
- Physical address
- Telephone number
- Details of the work you would like carried out
- If someone at the address smokes
- If a brown bin is available for use
- List of previous jobs you had requested
- List of current jobs we have for you
- Payment summaries such as if a job was paid in cash, bank transfer or card.
We do **not** store the actual bank or card information on our database.
- Who you were referred by (if applicable)
- If you rent or own the address including your landlords name

We only collect information necessary to provide our services and communicate with you.

2. How We Use Your Information

We use your personal data to:

- Respond to your enquiry
- Provide quotations and arrange home maintenance work
- Contact you regarding appointments or updates
- Maintain internal records
- Meet our legal and regulatory obligations

We do **not** use your information for marketing unless you explicitly consent.

3. Legal Basis for Processing

Under the UK GDPR, we rely on the following lawful bases:

- **Contractual necessity** – to provide the services you request
- **Legitimate interests** – to manage and improve our operations
- **Legal obligation** – where required by law (e.g., record-keeping, safety compliance)

4. How Your Data Is Stored

Your information is stored securely on our **internal databases**. We take appropriate technical and organisational measures to protect your data from:

- Unauthorised access
- Loss
- Alteration
- Disclosure

Only authorised staff and contractors have access to your information.

5. How Long We Keep Your Data

We retain your personal data **only for as long as it is required** for:

- Providing our services
- Meeting legal or regulatory obligations
- Resolving any disputes

Once your data is no longer required, it is securely deleted or anonymised.

6. Sharing Your Information

We do **not** sell or share your personal data with third parties for marketing.

We may share your information only when necessary to:

- Carry out the requested work (e.g., with approved contractors)
- Comply with legal obligations
- Respond to lawful requests from authorities

Any third parties we work with are required to comply with data protection law.

7. Your Rights Under the UK GDPR

You have the right to:

- **Access** your personal data
- **Correct** inaccurate or incomplete information
- **Request deletion** of your data (where legally permitted)
- **Restrict or object** to processing
- **Request data portability**
- **Withdraw consent** (where consent is the lawful basis)

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

8. Contact Details

If you have any questions about this Privacy Policy or how your data is handled, you can contact us at:

Email: admin@muirshiel.org.uk

Telephone: [01475 742 559](tel:01475742559)

Address:

The Muirshiel Centre

Block 8

Muirshiel Lane

Industrial Estate

Port Glasgow

Inverclyde

PA14 5XS

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** if you believe your data has been mishandled.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website or made available on request.