

PRIVACY POLICY

London Premier Facilities

Effective Date: June 2026 | Last Updated: June 2026

London Premier Facilities ('we', 'us', 'our') is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect information when you use our website or engage our commercial facilities management services.

We operate in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

London Premier Facilities is a commercial facilities management company based in London, United Kingdom. We act as a single point of contact between commercial clients and vetted professional contractors.

Company Name: London Premier Facilities

Contact Email: info@londonpremierfacilities.co.uk

Location: London, United Kingdom

Data Controller: Diego Esposito, Director

2. Data We Collect

We may collect the following categories of personal data:

2.1 Information You Provide Directly

- Full name and job title
- Business name and address
- Business email address
- Phone number
- Details of maintenance or facilities requirements submitted via our contact or quote forms

2.2 Information Collected Automatically

- IP address and browser type
- Pages visited and time spent on our website
- Cookies and similar tracking technologies (see Section 6)

3. How We Use Your Data

We use your personal data for the following purposes:

- To respond to enquiries and provide quotations for facilities management services
- To manage and coordinate maintenance works on your behalf
- To communicate updates, schedules, and completion reports
- To comply with legal and regulatory obligations
- To improve our website and service delivery

4. Legal Basis for Processing

We process your personal data under the following legal bases as defined by UK GDPR:

Legitimate Interests: To manage client relationships and deliver contracted services

Contract Performance: Where processing is necessary to fulfil a service agreement

Legal Obligation: Where we are required to process data to comply with applicable law

Consent: Where you have given explicit consent, such as for marketing communications

5. Data Sharing

We do not sell your personal data. We may share information with:

Vetted Contractors: Third-party professionals engaged to carry out works on your property. Only the minimum necessary information is shared.

IT Service Providers: Platforms used to manage communications, scheduling, or invoicing, subject to data processing agreements.

Legal Authorities: Where required by law or regulatory obligation.

All third parties are required to handle your data securely and in accordance with UK GDPR.

6. Cookies

Our website may use cookies to improve your browsing experience and gather analytics data. Cookies are small files stored on your device. You can control or disable cookies through your browser settings.

Types of cookies we may use:

Essential Cookies: Required for the website to function correctly.

Analytics Cookies: Help us understand how visitors interact with our website (e.g. Google Analytics).

7. Data Retention

We retain personal data only for as long as necessary to fulfil the purpose for which it was collected, or as required by law. Client data related to service delivery is typically retained for 6 years in line with UK contractual and tax obligations.

8. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- Right to access – request a copy of the data we hold about you
- Right to rectification – request correction of inaccurate data
- Right to erasure – request deletion of your data ('right to be forgotten')
- Right to restriction – request we limit how we process your data
- Right to data portability – receive your data in a structured format
- Right to object – object to processing based on legitimate interests

To exercise any of these rights, contact us at: info@londonpremierfacilities.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk

9. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or disclosure. This includes secure email systems, access controls, and regular security reviews.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The most current version will always be available on our website. We encourage you to review this policy periodically.

11. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Diego Esposito – Director, London Premier Facilities

Email: info@londonpremierfacilities.co.uk

Website: londonpremierfacilities.co.uk

Location: London, United Kingdom

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