1. Introduction

Axiom One Ltd ("we", "our", or "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or use our construction services.

This policy complies with the UK Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). We are committed to ensuring that your privacy is protected and that we use your personal data lawfully, fairly, and transparently.

2. Data Controller

Axiom One Ltd is the data controller responsible for your personal data. If you have any questions about this Privacy Policy or our data practices, please contact us at:

Axiom One Ltd

Unit 7, Vulcan House, Restmor Way, Hackbridge, SM6 7AH

Email: info@axiom-one.co.uk

Phone: 020 8092 0108

3. Information We Collect

We may collect and process the following categories of personal data:

3.1 Information You Provide to Us

- Contact Information: name, email address, telephone number, and postal address
- Project Information: details about your construction requirements, property information, and project specifications
- Business Information: company name, job title, and business contact details (for commercial clients)
- Financial Information: payment details and billing information for invoicing purposes
- Communications: any correspondence or feedback you send to us

3.2 Information Automatically Collected

When you visit our website, we may automatically collect certain information about your device and browsing actions:

- Device Information: IP address, browser type, operating system
- Usage Data: pages visited, time spent on pages, links clicked
- Cookies: we use cookies as detailed in our Cookie Policy

4. Legal Basis for Processing

We process your personal data on the following legal bases:

- Contract: Processing is necessary for the performance of a contract with you or to take steps at your request before entering into a contract
- Legitimate Interests: Processing is necessary for our legitimate interests, such as improving our services, marketing our services, and protecting our legal rights
- Consent: Where you have given us explicit consent to process your personal data for specific purposes
- Legal Obligation: Processing is necessary to comply with legal obligations, such as health and safety requirements or tax regulations

5. How We Use Your Information

We use your personal data for the following purposes:

- To provide construction services and manage projects
- To prepare quotations, contracts, and invoices
- To communicate with you about your projects and enquiries
- To comply with legal and regulatory requirements
- To maintain health and safety records
- To process payments and maintain financial records
- To send marketing communications (with your consent)
- To improve our website and services

- To protect our business and legal interests

6. Disclosure of Your Information

We may share your personal data with:

- Subcontractors and Suppliers: To deliver construction services, we may share relevant information with trusted subcontractors and suppliers
- Professional Advisers: Including architects, engineers, surveyors, lawyers, and accountants
- Insurance Companies: For insurance purposes and claims processing
- Regulatory Authorities: Including HMRC, Health and Safety Executive, and local authorities as required by law
- Service Providers: Third parties who provide IT, website hosting, and administrative services

We require all third parties to respect the security of your personal data and treat it in accordance with the law. We do not sell or rent your personal data to third parties.

7. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting, or reporting requirements.

Typical retention periods:

- Customer records: 6 years after the end of the business relationship
- Project documentation: 12 years (for liability purposes)
- Financial records: 6 years (as required by HMRC)
- Health and safety records: Up to 40 years (as required by regulations)
- Marketing data: Until you withdraw consent or request deletion

8. Data Security

We have implemented appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction, or damage. These measures include:

- Secure storage of physical records with restricted access
- Password-protected and encrypted digital systems
- Regular staff training on data protection
- Limited access to personal data on a need-to-know basis
- Regular security reviews and updates

9. Your Legal Rights

Under UK data protection laws, you have the following rights:

- Access: Request a copy of the personal data we hold about you
- Rectification: Request correction of inaccurate or incomplete personal data
- Erasure: Request deletion of your personal data in certain circumstances
- Restriction: Request restriction of processing in certain circumstances
- Portability: Request transfer of your personal data to another organisation
- Object: Object to processing based on legitimate interests or for direct marketing
- Withdraw Consent: Where processing is based on consent, you may withdraw it at any time

To exercise any of these rights, please contact us using the details in Section 2. We will respond to your request within one month, unless the request is complex or numerous, in which case we may extend this period by two months.

10. International Transfers

We primarily store and process your personal data within the United Kingdom. If we need to transfer your data outside the UK, we will ensure appropriate

safeguards are in place to protect your personal data in accordance with UK data protection laws.

11. Cookies

Our website uses cookies to enhance your browsing experience. Cookies are small text files stored on your device that help us:

- Remember your preferences
- Understand how you use our website
- Improve website functionality

You can control cookies through your browser settings. Please note that disabling cookies may affect your ability to use certain features of our website.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external sites. We encourage you to read the privacy policies of any third-party websites you visit.

13. Children's Privacy

Our services are not directed to individuals under 18 years of age. We do not knowingly collect personal data from children. If we become aware that we have collected personal data from a child, we will take steps to delete such information.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated version will be indicated by an updated "Last Updated" date at the top of this policy. We encourage you to review this Privacy Policy periodically.

15. Complaints

If you have any concerns about how we handle your personal data, please contact us first so we can try to resolve your concern. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: ico.org.uk

16. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us:

Axiom One Ltd

Email: info@axiom-one.co.uk

Phone: 020 8092 0108

Address: Unit 7, Vulcan House, Restmor Way, Hackbridge, SM6 7AH

This Privacy Policy has been approved by Axiom One Ltd