

Privacy Policy

Lucy & Phil Limited

Effective Date: 27 August 2026

Last Updated: 27 August 2026

Review Date: 27 August 2027

Privacy Policy

Lucy & Phil Ltd ("Lucy & Phil", "we", "our", "us") is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently.

This Privacy Policy explains how we collect, use, store, protect and share your personal information when you visit our website, request a quotation, purchase our services, apply for employment or otherwise interact with our business.

This Policy has been prepared in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable privacy legislation.

1. Who We Are

Lucy & Phil Ltd

Registered in England and Wales

Email: support@lucyandphilltd.co.uk

Telephone: 01753 463799

Website: <https://lucyandphilltd.co.uk>

If you have any questions regarding this Privacy Policy or how your personal information is handled, please contact us using the details above.

2. Information We Collect

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

Identity Information

Name

Company name

Job title

Contact Information

Email address

Telephone number

Property address

Billing address

Service Information

Quotation requests

Property information

Project specifications

Photographs provided

Drawings and plans

Maintenance history

Booking information

Financial Information

Payment information

Invoice details

Purchase Orders

VAT information

Lucy & Phil Ltd does not store your full debit or credit card details.

Payments are processed securely through approved payment providers.

Technical Information

When visiting our website we may collect:

IP address

Browser type

Device information

Operating system

Pages visited

Website usage statistics

Cookie identifiers

Recruitment Information

If you apply for employment we may collect:

CV

Employment history

Qualifications

References

Right to Work documentation

DBS information (where required)

Training records

3. How We Collect Information

Information may be collected when you:

Visit our website

Complete our contact forms

Request a quotation

Book our services

Contact us by email

Telephone our office

Submit a tender enquiry

Apply for employment

Subscribe to marketing communications

Engage with us via social media

4. How We Use Your Information

We use your information to:

Respond to enquiries

Prepare quotations

Deliver contracted services

Manage projects

Arrange appointments

Process payments

Produce invoices

Meet contractual obligations

Improve customer service

Manage complaints

Verify identity

Comply with legal obligations

Recruit employees

Improve our website

Protect our business from fraud

5. Legal Basis for Processing

We process personal information only where a lawful basis exists.

These include:

Performance of a contract

Compliance with legal obligations

Legitimate business interests

Your consent (where required)

You may withdraw consent at any time where processing relies upon consent.

6. Marketing Communications

We may occasionally send updates regarding our services.

You will only receive marketing communications where:

You have requested information

You are an existing customer where legally permitted

You have opted in

You may unsubscribe at any time using the unsubscribe link or by contacting us directly.

7. Sharing Information

We never sell your personal information.

Information may be shared where necessary with:

Approved subcontractors

Suppliers

Professional advisers

Insurance providers

Payment providers

IT service providers

Government authorities where legally required

Law enforcement agencies where legally required

All third parties are expected to maintain appropriate security and confidentiality.

8. Data Security

Lucy & Phil Ltd operates appropriate technical and organisational measures to safeguard personal information.

These include:

Password protected systems

Secure cloud storage

Access controls

Staff confidentiality obligations

Anti-virus protection

Secure backups

Physical security measures

Although every reasonable precaution is taken, no online transmission can ever be guaranteed completely secure.

9. Data Retention

We retain personal information only for as long as necessary.

Retention periods depend upon:

Legal obligations

Contractual requirements

Insurance requirements

HMRC requirements

Business records

Information is securely deleted or anonymised once no longer required.

10. Your Rights

Under UK GDPR you may have the right to:

Access your personal information

Correct inaccurate information

Request deletion

Restrict processing

Object to processing

Request data portability

Withdraw consent

Lodge a complaint with the Information Commissioner's Office (ICO)

11. International Transfers

Where personal information is transferred outside the United Kingdom, appropriate safeguards will be implemented to ensure equivalent protection.

12. Children's Privacy

Our services are not directed towards children under the age of 18.

We do not knowingly collect information from children.

13. Third-Party Websites

Our website may contain links to external websites.

Lucy & Phil Ltd is not responsible for the privacy practices or content of third-party websites.

14. Changes to this Policy

We may update this Privacy Policy periodically to reflect changes in legislation, technology or business operations.

The latest version will always be published on our website.

Contact Us

Lucy & Phil Ltd

Email: support@lucyandphilltd.co.uk

Telephone: 01753 463799

Website: <https://lucyandphilltd.co.uk>

Signature:

A handwritten signature in black ink, appearing to read 'Dr. Phil', is written over a horizontal line.

Position: Managing Director

Date: 27/08/2026

Review: 27/08/2027