

Privacy Policy

Introduction

Multi-Property & Ground Maintenance Ltd ("we", "us", "our") is committed to protecting your privacy and ensuring your personal information is handled securely, fairly and transparently.

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

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable UK data protection legislation.

Who We Are

Multi-Property & Ground Maintenance Ltd

Telephone: 07874 025281

Email: info@mpgmsurrey.co.uk

For the purposes of UK data protection legislation, Multi-Property & Ground Maintenance Ltd is the Data Controller responsible for your personal information.

Information We Collect

We may collect the following personal information:

- Name
- Email address
- Telephone number
- Postal address
- Property address (where services are provided)
- Details relating to quotations, enquiries and services requested

- Payment and invoicing information
 - Communications sent via email, telephone or our website
 - Marketing preferences
 - Website usage information
 - IP address and browser information
 - Any other information you voluntarily provide
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How We Collect Information

We may collect information when you:

- Contact us by telephone or email
 - Complete a contact or enquiry form on our website
 - Request a quotation
 - Book or receive our services
 - Subscribe to marketing communications
 - Visit our website
 - Otherwise communicate with us
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How We Use Your Information

We may use your personal information to:

- Respond to enquiries
 - Prepare quotations
 - Arrange and provide our services
 - Manage customer records
 - Process payments and issue invoices
 - Communicate regarding appointments and ongoing work
 - Improve our services and website
 - Meet our legal and regulatory obligations
 - Prevent fraud
 - Send marketing communications where permitted by law
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Lawful Basis for Processing

We process personal information under one or more of the following lawful bases:

- Performance of a contract
 - Compliance with a legal obligation
 - Legitimate business interests
 - Consent (where required)
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Marketing Communications

Where you have provided your consent, we may send information regarding our services, offers and company updates.

You may withdraw your consent or unsubscribe from marketing communications at any time by contacting us.

Sharing Your Information

We do not sell your personal information.

We may share your information with trusted third parties where necessary, including:

- Payment service providers
- Accountants and professional advisers
- IT support providers
- Website hosting providers
- Software providers
- Government or regulatory authorities where required by law

Any third parties processing your information on our behalf are required to keep it secure and comply with applicable data protection legislation.

Data Security

We implement appropriate technical and organisational measures to protect your personal information from unauthorised access, accidental loss, misuse, disclosure or alteration.

Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations.

Typical retention periods include:

- Customer records – up to 7 years
- Financial records – up to 7 years
- Quotation and enquiry records – up to 24 months
- Marketing records – until consent is withdrawn

Retention periods may vary where required by law.

Your Rights

Under UK data protection law, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your information where applicable
- Request restriction of processing
- Object to processing based on legitimate interests
- Request transfer of your data where applicable
- Withdraw consent where processing relies upon consent

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

Cookies

Our website may use cookies and similar technologies to improve functionality, analyse website traffic and enhance your browsing experience.

You can manage your cookie preferences through your web browser settings.

Data Protection Complaints Procedure

If you have any concerns regarding how Multi-Property & Ground Maintenance Ltd has handled your personal information, please contact us.

Email: info@mpgmsurrey.co.uk

Telephone: 07874 025281

Upon receiving a complaint, we will:

- Acknowledge receipt as soon as reasonably possible
 - Investigate the matter without undue delay
 - Request further information where necessary
 - Keep records of the complaint and any actions taken
 - Inform you of the outcome as soon as reasonably practicable
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Right to Escalate a Complaint

If you remain dissatisfied following our response, you 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: <https://ico.org.uk>

Third-Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices or content of third-party websites and encourage you to review their privacy policies before providing personal information.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory guidance or our business practices.

The latest version will always be available on our website.

Last Updated: July 2026