



PRIVACY POLICY

Last updated: September 2026

M G Rhodes Renovations respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, request a quotation or engage us to carry out renovation, building or property improvement work.

1. Who We Are

M G Rhodes Renovations provides renovation, building and property improvement services.

For the purposes of UK data protection law, M G Rhodes Renovations is responsible for the personal information described in this Privacy Policy.

M G Rhodes Renovations

8 Forest Gardens

Annesley

Nottingham

NG17 9BY

Email: mark@mgrhodes.com

Telephone: 07936 562496

If you have any questions about this Privacy Policy or how we use your personal information, please contact us using the details above.

2. Information We Collect

Depending on how you interact with us, we may collect and process personal information including:

- Your name
- Home or business address
- Email address
- Telephone number
- Details about your property and the work you require
- Information you provide when requesting a quotation or making an enquiry
- Details relating to quotations, contracts, invoices and payments
- Correspondence between you and M G Rhodes Renovations
- Photographs or other information relating to your property or project
- Information necessary to manage and complete work at your property
- Technical information generated when you use our website, such as your IP address, browser information and cookie data where applicable

We only collect personal information that is reasonably necessary for the purposes for which it is being used.

3. How We Collect Your Information

We may collect personal information when you:

- Contact us by telephone, email or through our website
- Complete an enquiry or contact form
- Request a quotation
- Arrange a site visit or appointment
- Engage us to carry out work
- Communicate with us during or following a project
- Visit or interact with our website

We may also receive information from third parties where appropriate, for example from another contractor, professional adviser or person involved in your project.

4. How We Use Your Information

We may use your personal information to:

- Respond to enquiries
- Arrange appointments and site visits
- Prepare and provide quotations
- Discuss and plan proposed work
- Enter into and manage contracts with customers
- Carry out agreed renovation, building and property improvement work
- Communicate with you about your project
- Purchase or arrange materials and services required for your project
- Manage invoices and payments
- Maintain appropriate business, tax and accounting records
- Deal with queries, complaints, warranties or aftercare
- Manage and improve our services
- Protect our business and establish, exercise or defend legal claims
- Comply with legal and regulatory obligations

We will not use your personal information for purposes that are incompatible with the reasons it was originally collected unless permitted or required by law.

5. Our Lawful Basis for Using Your Information

Under UK data protection law, we must have a lawful basis for processing your personal information. Depending on the circumstances, we may rely on one or more of the following:

Contract: We may need to process your information to provide a quotation, take steps at your request before entering into a contract or fulfil our contractual obligations to you.

Legal obligation: We may need to process or retain certain information to comply with our legal, tax, accounting or regulatory obligations.

Legitimate interests: We may process information where it is reasonably necessary for the operation of M G Rhodes Renovations, including managing customer relationships, responding to enquiries, managing projects and protecting our business, provided that your rights and interests do not override those interests.

Consent: In some circumstances, we may ask for your consent before using your personal information. Where we rely on consent, you can withdraw it at any time.

6. Sharing Your Personal Information

We do not sell or rent your personal information.

Where reasonably necessary, we may share relevant information with trusted third parties involved in providing our services or operating our business, including:

- Subcontractors and tradespeople involved in your project
- Suppliers and merchants
- Accountants, bookkeepers and professional advisers
- Banks and payment providers
- Insurance providers
- Website, email, IT and software service providers
- Other professionals involved in your project where appropriate
- HM Revenue & Customs, regulators, government authorities or law enforcement agencies where required by law

We will only share information where there is an appropriate reason for doing so and will limit the information shared to what is reasonably necessary.

7. Photographs of Completed Work

We may take photographs of work carried out for project records, quality control or to document the progress and completion of a project.

Where photographs are intended to be used for promotional purposes, such as on our website, social media channels or marketing materials, we will take reasonable steps to ensure that they do not unnecessarily identify individuals or reveal personal information.

Where appropriate, we will seek permission before publishing photographs that could identify you or contain personal information.

8. How Long We Keep Your Information

We will only keep personal information for as long as reasonably necessary for the purposes for which it was collected.

This may include retaining certain information to comply with tax, accounting and legal requirements, manage warranties, respond to disputes or establish or defend legal claims.

Different types of information may therefore be retained for different periods. When personal information is no longer required, we will securely delete, destroy or anonymise it where appropriate.

9. Keeping Your Information Secure

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

Access to personal information is limited to individuals and service providers who have a legitimate reason to access it.

While we take appropriate precautions, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

10. Cookies and Website Information

Our website may use cookies and similar technologies.

Cookies are small files stored on your device when you visit a website. They can be used to help a website function correctly, remember preferences and understand how visitors use a website.

Some cookies are essential for the website to operate. Other cookies, such as analytics or advertising cookies, may require your consent before they are placed on your device.

Where required, our website will ask for your consent before using non-essential cookies. You can also control or delete cookies through your browser settings.

11. Links to Other Websites

Our website may contain links to websites operated by other organisations.

M G Rhodes Renovations is not responsible for the privacy practices or content of third-party websites. We recommend reviewing the privacy policy of any external website you visit.

12. Your Data Protection Rights

Under UK data protection law, you may have a number of rights regarding your personal information. Depending on the circumstances, these can include the right to:

- Request access to the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your personal information in certain circumstances
- Ask us to restrict the processing of your information
- Object to certain uses of your personal information
- Request the transfer of certain information to you or another organisation
- Withdraw consent where we rely on consent to process your information

These rights do not apply in every situation and there may be circumstances where we are legally permitted or required to continue processing or retaining information.

To exercise any of these rights, please contact M G Rhodes Renovations at **mark@mgrhodes.com** or telephone **07936 562496**.

13. Complaints

If you have concerns about how M G Rhodes Renovations has collected or used your personal information, please contact us first so that we have an opportunity to resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator. Further information is available at ico.org.uk.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, website, services or legal obligations.

Any updated version will be published on our website, and the date at the top of this Privacy Policy will be updated accordingly.