

Privacy Policy

How we handle information about enquiries, bookings and property services

REVISED 8 OCTOBER 2026 • VERSION 4 • FOR REVIEW

This policy explains how Top Notch Property Solutions Ltd collects and uses personal information when you contact us, visit our website at topnotchproperty.co.uk, hosted by Wix, or use our cleaning and property services. It covers customers, business contacts and people whose information is supplied for a booking, such as tenants or guests. It does not replace a separate staff privacy notice.

1. Who is Responsible for your Information

- 1.1** Top Notch Property Solutions Ltd is the controller for the purposes described in this policy. We are a company registered in England and Wales, number 16961705. Our registered office is 5 Barleycorn Drive, Birmingham, United Kingdom, B16 0NA. Contact us at info@topnotchproperty.co.uk or on 0121 769 3532.

2. Information we Collect

- 2.1** Enquiries and bookings may include your name, email address, telephone number, property address, billing details, service requirements, appointment dates and correspondence. For commercial customers, we may also hold your employer, role and authorised contact details. We hold invoice and payment records; please do not send card details through an enquiry form or email.
- 2.2** To access and service a property, we may receive key collection instructions, access codes, occupancy information and relevant safety instructions. We ask for only what is needed for the work. Please avoid sending identification documents, medical information, guest lists or other sensitive information unless we have specifically explained why it is necessary.
- 2.3** We may record the condition of agreed work areas, including before and after photographs and service notes. Website activity may include an IP address, device and browser information, pages viewed and cookie preferences. The Cookies Policy explains the separate controls for website technologies.

3. Where Information Comes From

- 3.1** We obtain information from you, our website enquiry forms and communications with us. Landlords, letting agents, hosts and property managers may supply information needed to arrange access or deliver a service. We also create service records while carrying out the work. If someone gives us information about you, we provide privacy information as required, normally within one month or earlier when we first contact you or disclose the information.

4. Why we Use Information

Purpose	Lawful basis
Responding to a personal customer enquiry, preparing a requested quote and delivering that customer's booking.	Contract, or steps you request before a contract.
Managing business contacts, tenant or guest access, work schedules and routine service correspondence.	Legitimate interests in arranging and delivering property services efficiently.
Recording agreed work, investigating complaints, protecting property and handling claims.	Legitimate interests in checking service quality, resolving issues and protecting legal rights.
Keeping accounting records and complying with applicable legal obligations.	Legal obligation.
Publishing identifiable project photographs or sending optional promotional emails or texts.	Consent, obtained separately from the booking.
Using optional website analytics or marketing technologies under our consent model.	Consent. Essential personal data processing may use legitimate interests in maintaining a secure, usable website.

- 4.1** Where we rely on legitimate interests, we consider the purpose, necessity and effect on the people involved. You can object to this processing. If information is needed to arrange access, provide a quote or fulfil a booking, declining to provide it may prevent us from delivering that service. Optional marketing consent is never a condition of service.

5. Property Photographs and Client Reports

- 5.1** We limit photographs to the work and avoid people, private documents, access codes and identifying possessions wherever possible. Relevant records may be shared with the authorised customer or property manager for service verification or complaints. A client's permission to access a property does not automatically authorise publication of tenants' or guests' personal information.
- 5.2** Gallery, social media or other promotional use requires separate permission where people or their personal information are identifiable, as well as any necessary permission to use the property images. We remove identifying details where appropriate. You may withdraw consent for future promotional use by contacting us; withdrawal does not make earlier lawful use unlawful.

6. Sharing and Overseas Processing

- 6.1** Access is limited to the people who need information to deliver the service or support the business. Recipients may include assigned staff or approved subcontractors, the authorised customer or property manager, Wix as our website and form platform, and Google Workspace for business email, and providers supporting record storage, invoicing or payments. Professional advisers, insurers and public authorities may receive information where necessary for advice, a claim or a legal duty. We do not sell personal information.
- 6.2** Providers may process information outside the UK. Where a restricted international transfer is involved, we use a permitted route, such as UK adequacy regulations or appropriate contractual safeguards, and assess any additional protections needed. Contact us for details of the safeguards relevant to your information. If we handle a client's data solely under their instructions as a processor, the client's notice and our separate data processing agreement apply to that activity.

7. How Long we Keep Information

Record	Retention period
Enquiries that do not become bookings	12 months after the last meaningful contact.
Contracts and core service records	6 years after the service or contract ends.
Invoices and accounting records	6 years from the end of the financial year they concern; longer where legally required.
Routine property photographs	90 days after the job, unless needed for a complaint or claim.
Access codes and key instructions	Remove when the authorised access arrangement ends.
Promotional photographs and consent records	Review annually; stop use when consent is withdrawn. Retain only necessary evidence of consent or withdrawal.
Marketing contact records	Until withdrawal or 24 months without engagement, whichever is sooner; retain a minimal suppression record to respect an opt-out.

- 7.1** A dispute, insurance matter or legal requirement may justify retaining specific records for longer. We restrict them to that purpose and review the need regularly. We use reasonable access controls and organisational safeguards and securely delete or anonymise information when it is no longer needed.

8. Your Rights and Complaints

- 8.1** Depending on the circumstances, you can ask to access or correct your information, have it erased, restrict its use or receive a portable copy. You can object to processing based on legitimate interests. You have an absolute right to object to direct marketing and can withdraw consent at any time. Some rights have legal exceptions, including where records must be retained by law.
- 8.2** Send requests to info@topnotchproperty.co.uk or our registered office. We may ask for proportionate information to verify your identity. We normally respond without undue delay and within one month, subject to lawful clarification, identity checks or extensions. We explain any extension or refusal. We do not use your information for solely automated decisions producing legal or similarly significant effects.
- 8.3** To make a data protection complaint, email us with the subject "Privacy complaint" or write to our registered office. No special form is required. We acknowledge complaints within 30 days, investigate appropriately and explain the outcome without undue delay, keeping you informed if more time is needed. You may also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint or telephone 0303 123 1113.

9. Changes to This Policy

- 9.1** We update this policy when our services, providers or information practices change. The current version will be available through the website's Privacy Policy link. We provide additional notice of material changes where required.