

Business: Different Touch Property services Ltd

Approved By: Director, Shelton Graham

Version: 1.2

Effective Date: 01 April 2026

Review Date: 01 April 2027



# Privacy Policy

– Different Touch Property Services Ltd

## Introduction

Different Touch Property Services Ltd is committed to protecting the privacy, confidentiality, and security of personal information. We recognise the importance of handling personal data responsibly and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store, protect, and disclose personal information obtained through our business activities, including the delivery of property repairs, maintenance, surveying, damp and mould remediation, refurbishment, and related property services.

## Who We Are

Different Touch Property Services Ltd is a property maintenance and surveying company operating throughout London and the surrounding areas. We provide services to housing associations, local authorities, estate agents, landlords, commercial organisations, homeowners, and private clients.

For the purposes of data protection legislation, Different Touch Property Services Ltd is the Data Controller responsible for determining how personal information is collected and processed.

## Information We Collect

In the course of providing our services, we may collect personal information including names, addresses, email addresses, telephone numbers, job titles, employer details, and other contact information necessary to manage projects and communicate with clients, residents, suppliers, contractors, and stakeholders.

We may also collect information relating to properties, including inspection records, survey findings, repair histories, photographs, videos, reports, and documentation required to diagnose defects, monitor progress, and evidence completed works.

Business: Different Touch Ltd

Approved By: Director, Shelton Graham

Version: 1.2 Effective Date: 01 April 2026 Review Date: 01 April 2027





Where services are provided under a contract, we may collect information relating to quotations, purchase orders, invoices, payment records, correspondence, and other business-related documentation necessary for contractual and financial administration.

Where our website is used, technical information such as IP addresses, browser types, device information, and website usage data may also be collected to help improve website performance and security.

## How We Use Personal Information

Personal information is processed to enable us to provide our services efficiently and safely. This includes managing enquiries, arranging appointments, carrying out surveys and inspections, undertaking repairs and maintenance works, preparing reports and quotations, managing contracts, processing payments, and maintaining accurate records.

Information may also be used to meet legal, regulatory, insurance, health and safety, and compliance obligations. In some circumstances, personal data may be used to investigate complaints, resolve disputes, prevent fraud, protect our legitimate business interests, and improve the quality of our services.

## Lawful Basis for Processing

Different Touch Property Services Ltd processes personal data only where a lawful basis exists under UK GDPR. In most cases, processing

Different Touch Property Services Ltd processes personal data only where a lawful basis exists under UK GDPR. In most cases, processing is necessary for the performance of a contract, compliance with legal obligations, or the pursuit of legitimate business interests. Where consent is required, it will be obtained before processing takes place and may be withdrawn at any time.

## Sharing Information

We will only share personal information where it is necessary, lawful, and proportionate to do so. Information may be shared with clients, housing associations, local authorities, landlords, insurers, professional advisers, approved subcontractors, suppliers, and service providers who support our operations.

Where information is shared with third parties, we take reasonable steps to ensure appropriate safeguards are in place to protect personal data. We do not sell personal information to third parties for marketing purposes.

Business: Different Touch Ltd

Approved By: Director, Shelton Graham

Version: 1.2 Effective Date: 01 April 2026 Review Date: 01 April 2027





Information may also be disclosed where required by law, court order, regulatory requirement, or where disclosure is necessary to protect the rights, property, or safety of individuals or the business.

## Data Security

We are committed to maintaining the security of personal information and have implemented appropriate technical and organisational measures to protect data against unauthorised access, alteration, disclosure, loss, misuse, or destruction.

Access to information is restricted to authorised personnel who require it for legitimate business purposes. Electronic records are protected through secure systems, password controls, and appropriate security measures. Physical records are stored securely and disposed of appropriately when no longer required.

## Data Retention

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected and to satisfy legal, contractual, insurance, and regulatory requirements.

Contractual records, financial documents, inspection reports, and project information are typically retained for a minimum period of six years following completion of works unless a longer retention period is required by law, insurance obligations, or ongoing legal proceedings.

Once information is no longer required, it will be securely deleted, destroyed, or anonymised.

## Individual Rights

Individuals have various rights under UK GDPR, including the right to access personal information held about them, request correction of inaccurate data, request erasure where appropriate, restrict processing, object to certain types of processing, and request the transfer of their information to another organisation where applicable.

Requests relating to personal data rights should be submitted in writing using the contact details provided within this policy. We will respond within the timescales required by applicable data protection legislation.

Business: Different Touch Ltd

Approved By: Director, Shelton Graham

Version: 1.2 Effective Date: 01 April 2026 Review Date: 01 April 2027





## Website and Cookies

Where our website uses cookies or similar technologies, these are used to support website functionality, security, and performance. Users can manage cookie settings through their browser preferences and may choose to disable cookies, although this may affect certain website features.

## Complaints

If you have concerns regarding the way in which your personal information has been handled, we encourage you to contact us in the first instance so that we can seek to resolve the matter promptly and fairly.

If you remain dissatisfied, you have the right to make a complaint to the UK data protection regulator, the Information Commissioner's Office.

**Shelton Graham**  
Director

