

Privacy Policy

M&M Building Enterprise Ltd – Damp proofing Services.

Last updated: 01/02/2026. – we may update this privacy policy from time to time. The latest version will always be available on our website. www.mmbuildingenterpriseltd.co.uk

1. **Introduction**

M&M Building Enterprise Ltd we are committed to protecting and respecting your privacy.

This Privacy policy explains how we collect, use, store and protect your personal data when you:

- Visit our website.
- Contact us for enquires or quotes.
- Use our damp proofing services.
- Communicate with us by phone, email or forms.

We process personal data in accordance with:

- UK General Data Protection Regulations (UK GDPR).
- Data Protection Act 2018.
- Privacy and Electronic Communications Regulations (PECR).

2. **Data Controller**

The Data controller responsible for your personal data is:

Company: M&M Building Enterprise Ltd

Address: 136 St Albans Road, Watford, Herts, WD24 4FT

Email: Info@mmbuildingenterprise.co.uk

Phone: 07538047325

Complaints:

if you are unhappy with how we handle your data, you can contact us first as we will try our best to resolve the situation. You also have the right to lodge a complaint with:

Information commissioner's office (ICO).

Website: www.ico.org.uk Phone: 0303 123 1113

3. What Personal Data we collect:

We may collect and process the following information:

- Name.
- Address (including property inspection address).
- Email address.
- Telephone number.
- Details of your enquiry or property issues.
- Photos you provide of damp or structural issues.
- Photos we may take on inspection of the work required.

Information collected automatically:

- IP address.
- Website usage data (cookies and analytics).
- Device and browser information.

4. How we use your Data:

We use your personal data to:

- Provide quotations and surveys.
- Carry out damp proofing services.
- Communicate with you about your enquiry or project.
- Arrange appointments and inspections.
- Send invoices and service records.
- Improve our website and services.
- Comply with legal obligations.

5. Lawful Basis for processing:

we process personal data under the following lawful basis:

- Contractual necessity – To provide services you request.
- Legitimate Interests – To respond to enquiries and manage business operations.
- Legal Obligation – For tax, accounting, and regulatory requirements.
- Consent – For marketing communications (where applicable).

You can withdraw consent at any time.

6. Marketing Communications (PECR Compliance)

We may send marketing emails or texts only if:

- You have given consent, OR
- You are an existing customer and have not opted out.

You can unsubscribe at any time via:

- Email unsubscribe link.
- Contacting us directly.

7. Sharing your data:

We may share your data with:

Surveyors or subcontractors involved in your project.

IT and website service providers.

Payment processors.

Legal or regulatory authorities where required.

All third parties are required to keep your data secure.

8. Data storage and retention:

We store your data securely and only keep it for as long as necessary.

· Customer records: up to 6 years (legal/ tax requirements)

· Enquiries: up to 12 months if no work proceeds.

· Marketing data: until consent is withdrawn.

9. Data security:

We take appropriate security measures including:

· Secure IT systems.

· Password-protected records.

· Restricted staff access.

· Secure storage of survey reports.

10. Your Data protection rights:

Under the UK GDPR, you have the right to:

· Access your personal data.

· Request correction of inaccurate data.

· Request erasure (right to be forgotten).

· Restrict processing/ Object processing.

· Data portability.

· Withdraw consent at any time.

To exercise your rights, contact us using the details above.

11. Cookies

Our website may use cookies to:

· Improve website functionality.

· Analyse visitor behaviour.

· Remember preferences.

You can control cookies via your browser settings.

If you are unsure and need assistance please call our office: 07538047325, we will be happy to help in any which way we can.

Thank you – The team, @ M&M Building Enterprise Ltd.