

# Privacy Policy

## LCM SERVICES LTD

Last updated: 25/09/2025

LCM Services Ltd (“we”, “our”, “us”) is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, and protect personal data when you use our services or visit our website.

## 1. Information We Collect

We may collect the following personal data:

- Name, job title, and company details
- Contact information including phone number, email address, and postal address
- Information submitted via our website contact forms or email
- Contractor or supplier details for operational purposes
- Limited website usage data (such as cookies and analytics)

## 2. How We Use Your Information

We process personal data only where it is necessary, including to:

- Respond to enquiries and provide quotes
- Deliver and manage our facilities management services
- Communicate with clients, property managers, housing associations, and contractors
- Comply with legal and regulatory obligations
- Improve our website and services

## 3. Legal Basis for Processing

We rely on the following legal grounds to process your personal data:

- Contractual necessity – to provide services you request from us
- Legitimate interests – to manage client relationships, marketing, and business operations
- Legal obligation – to meet regulatory or insurance requirements

## 4. Sharing Your Information

We do not sell or rent your personal data. Information may only be shared with:

- Our employees and approved contractors where necessary for service delivery
- Professional advisers (such as insurers, accountants, legal advisors)
- Service providers who support our business (e.g., IT, website hosting)
- Regulators or authorities when legally required

## 5. Data Retention

We only keep personal data for as long as necessary to fulfil the purposes outlined above, or to comply with legal and regulatory obligations.

## 6. Data Security

We take appropriate technical and organisational measures to protect personal data from loss, misuse, or unauthorised access.

## 7. Your Rights

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

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data where applicable
- Restrict or object to certain processing activities
- Request transfer of your data to another provider (data portability)

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

## 8. Cookies and Website Usage

Our website may use cookies or analytics tools to improve user experience and monitor website performance. You can adjust cookie settings in your browser at any time.

## 9. Contact Us

If you have any questions or concerns about this Privacy Policy or how your personal data is handled, please contact us:

**LCM Services Ltd**

Email: [Info@lcm services.co.uk](mailto:Info@lcm services.co.uk)

Phone: +44 (0) 1525 862292

Website: [www.lcm services.co.uk](http://www.lcm services.co.uk)

**If you are not satisfied with our response, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO).**