



PRIVACY POLICY

Effective from: 7 July 2026

Version 1.0

1. Introduction

Hendrik Michael Ltd ("we", "us", "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you visit our website, contact us, or engage our services, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Data Controller	Hendrik Michael Ltd
Registered address	52 High Street, Twyford, Reading, RG10 9AQ, United Kingdom
Company registration number	13275514 (England and Wales)
Contact email	info@hendrikmichael.com

We are a small business and the sole director acts as the point of contact for all data protection matters. If you have any questions about this policy or how we handle your data, please contact us using the details above.

2. What Personal Data We Collect

We collect personal data that you provide to us directly, and data generated in the course of delivering our services. This may include:

- Contact details: name, email address, telephone number, postal address.
- Property details: the address and details of the property being inspected or discussed.
- Booking and payment information: appointment dates, service selected, and payment records (we do not store full card details — payments are processed via Stripe).
- Correspondence: emails, messages, and notes from calls relating to your booking or enquiry.
- Documents you provide: builder quotations, plans, contracts, or other documents shared with us for review.
- Photographs and inspection data: photographs and notes taken during a property inspection, which may incidentally include images of the property's contents or, occasionally, third parties present on site.
- Website usage data: if you use our website, we may collect standard technical data such as IP address, browser type, and pages visited via cookies or similar technologies (see Section 8).

3. How We Use Your Data and Our Legal Basis

Purpose	Legal Basis (UK GDPR)
To provide the service you have booked (inspection, quote review, report delivery)	Performance of a contract
To process payment for our services	Performance of a contract
To respond to enquiries before a booking is confirmed	Legitimate interests (responding to prospective clients)
To send you service-related updates (e.g. appointment confirmations, report delivery)	Performance of a contract
To keep business records for accounting and tax purposes	Legal obligation
To send marketing communications (e.g. newsletters, service updates)	Consent — you may opt out at any time
To improve our services and website	Legitimate interests
To comply with our insurance, legal, and regulatory obligations	Legal obligation / legitimate interests

4. Sharing Your Data

We do not sell your personal data. We may share your data with the following categories of third party, only where necessary:

- Payment processors, to process payment for our services.
- Our professional indemnity and public liability insurers, in the event of a claim or notification of circumstances.
- Our accountant, for bookkeeping and tax compliance purposes.
- The builder, developer, or site manager named by you, where you have asked us to share a report or liaise with them directly on your behalf.
- IT and software providers who host our booking system, email, or file storage (acting as data processors on our behalf).
- Regulatory or legal authorities, where required by law.

We do not transfer your data outside the UK, except where a third-party service provider we use (e.g. cloud storage or email) processes data on servers located outside the UK. Where this occurs, we ensure appropriate safeguards are in place, such as the provider's participation in the UK Extension to the EU-US Data Privacy Framework or Standard Contractual Clauses.

5. How Long We Keep Your Data

Data Type	Retention Period
Client contact and booking records	6 years from the end of our engagement (in line with our professional indemnity insurance and standard UK limitation periods for contract claims)
Inspection reports and supporting photographs	6 years from the date of the report, in line with our PI insurance and potential liability period
Financial and invoicing records	6 years, as required by HMRC
Marketing consent records	Until you withdraw consent, or 2 years of inactivity, whichever is sooner
Enquiries that do not result in a booking	12 months, then deleted

We keep inspection reports and related data for an extended period because our professional indemnity insurance requires us to be able to respond to claims made after our engagement has ended. This protects both you and us in the event a dispute arises about the condition of the property.

6. Your Rights

Under UK GDPR, you have the following rights in relation to your personal data:

- Right of access — to request a copy of the personal data we hold about you.
- Right to rectification — to have inaccurate or incomplete data corrected.
- Right to erasure — to request deletion of your data, where legally possible (note: we may be unable to delete data we are required to retain for insurance or legal reasons, such as inspection reports).
- Right to restrict processing — to limit how we use your data in certain circumstances.
- Right to data portability — to receive your data in a structured, machine-readable format.
- Right to object — to object to processing based on legitimate interests or for direct marketing.
- Right to withdraw consent — where processing is based on consent (e.g. marketing), at any time.

To exercise any of these rights, contact us at info@hendrikmichael.com. We will respond within one month. If you are unhappy with how we have handled your data, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk or by calling 0303 123 1113.

7. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or disclosure, including:

- Secure, password-protected storage of digital records and reports.
- Use of reputable, GDPR-compliant third-party software providers for booking, invoicing, and file storage.
- Limiting access to personal data to what is necessary to deliver our services (as a sole-director business, this is primarily the director).

In the unlikely event of a data breach that poses a risk to your rights and freedoms, we will notify the ICO within 72 hours and inform affected individuals without undue delay, in accordance with our legal obligations.

8. Cookies

Our website does not use cookies or other tracking technologies. We do not run analytics, advertising, or marketing pixels, and there is currently no online booking system, so no functionality on the site relies on cookies. If this changes in future — for example, if we add website analytics or an online booking tool — we will update this section and, where required, add a cookie consent banner before any non-essential cookies are used.

9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The version in force at the time of your enquiry or booking will apply. We recommend checking this page periodically.

10. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us at:

Hendrik Michael Ltd	52 High Street, Twyford, Reading, RG10 9AQ
Email	info@hendrikmichael.com
Phone	+44 7881 786294

