

Privacy Notice

Last updated: 3rd September 2026

At **MFH Inspection & Remediation LLP**, we take your privacy seriously. This Privacy Notice explains how we collect, use, store and protect your personal information when you visit our website, contact us, request a quotation, book an inspection or use our mould remediation and related services.

1. Who We Are

MFH Inspection & Remediation LLP provides mould remediation, mould inspection and small particle cleaning services.

For the purposes of UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the data controller is:

MFH Inspection & Remediation LLP

Address: 1 Princeton Mews, 167-169 London Rd, Kingston upon Thames, KT2 6PT

Email: info@mouldfreehealth.co.uk

Telephone: 07537101286

Company number: OC452747

ICO registration number: ZC238167

2. Information We Collect

Depending on how you interact with us, we may collect and process information including:

- your name, address, email address and telephone number;
- the address of the property requiring inspection or remediation;
- information you provide when requesting a quotation, survey, inspection or service;
- photographs, videos and other information relating to mould, damp, moisture, water damage or the condition of a property;
- appointment, quotation, invoice and payment information;
- correspondence between you and our team, including emails, telephone enquiries and website enquiries;
- information about landlords, tenants, property managers, letting agents or other relevant parties where necessary to provide our services; and
- technical information collected when you use our website, such as your IP address, browser type, device information and cookie data, where applicable.

Please do not provide medical or other sensitive personal information unless it is genuinely necessary. If you voluntarily provide information about health conditions or other special-

category personal data, we will only process it where we have an appropriate lawful basis and condition for doing so.

3. How We Collect Your Information

We may collect personal information directly from you when you:

- complete a form on our website;
- telephone, email or message us;
- request a quotation or inspection;
- make a booking;
- purchase or use our services;
- send us photographs or videos of a property;
- provide information to one of our technicians or surveyors; or
- communicate with us regarding an existing or previous job.

We may also receive information from third parties where appropriate, such as landlords, tenants, letting or managing agents, property owners, insurers, contractors or other organisations involved with the property or works.

4. How We Use Your Information

We may use your personal information to:

- respond to enquiries and provide quotations;
- arrange surveys, inspections and appointments;
- provide mould remediation and related services;
- communicate with you before, during and after works;
- assess property conditions and plan appropriate works;
- create job records, inspection reports and remediation records;
- process payments and maintain accounting records;
- manage warranties, complaints and customer service enquiries;
- manage our relationship with landlords, tenants, agents and other relevant parties;
- improve our website and services;
- protect our business and establish, exercise or defend legal claims;
- comply with our legal and regulatory obligations; and
- send marketing communications where permitted by law.

5. Our Lawful Bases for Processing

Under UK data protection law, we must have a lawful basis for processing your personal information.

Depending on the circumstances, we may rely on:

Contract – where processing is necessary to provide a quotation at your request, enter into a contract with you or provide services you have purchased.

Legitimate interests – where processing is reasonably necessary to operate and protect our business, manage enquiries and customer relationships, maintain appropriate job records, improve our services or deal with disputes, provided those interests are not overridden by your rights.

Legal obligation – where we need to process information to comply with a legal requirement, including certain tax, accounting and regulatory obligations.

Consent – where we specifically ask for your consent, for example for certain types of marketing or non-essential cookies. Where we rely on consent, you can withdraw it at any time.

6. Photographs and Videos of Properties

As part of our inspection and remediation work, we may take or receive photographs and videos showing mould, damp, moisture damage, affected materials, equipment, work areas and the condition of a property.

We may use these images to assess the work required, prepare quotations and reports, document works undertaken, maintain service records and deal with warranties, complaints or disputes.

Where possible, we aim to avoid unnecessarily capturing individuals or personal information in property photographs.

We will not use identifiable photographs of your property for advertising, social media, case studies or other promotional purposes without an appropriate lawful basis and, where required, your permission.

7. Sharing Your Information

We do not sell your personal information.

Where necessary, we may share information with trusted third parties that help us operate our business or provide our services, including:

- technicians, contractors and subcontractors;
- IT, website hosting and cloud service providers;
- customer relationship management and booking system providers;
- payment processors;
- accountants and professional advisers;
- insurers;

- laboratories or specialist service providers where relevant to the work;
- landlords, tenants, property managers or agents where appropriate and lawful; and
- regulators, courts, law enforcement agencies or other authorities where required by law.

Where third parties process personal information on our behalf, we take appropriate steps to ensure that the information is handled securely and in accordance with applicable data protection law.

8. Payments

If you make a payment to us, your payment may be processed through XERO, our accounting system. We may receive information confirming your payment, but we do not necessarily receive or store your full payment card details.

Please refer to the payment provider's own privacy information for details of how it processes personal information.

9. Cookies and Website Analytics

Our website may use cookies and similar technologies to make the website function correctly, understand how visitors use it and, where applicable, support advertising or marketing.

Some cookies are necessary for the website to operate. Where required by law, non-essential cookies will only be used after you have given your consent.

10. Marketing

We may contact you about our services where you have consented to receive marketing or where we are otherwise permitted to do so by law.

You can unsubscribe from marketing communications at any time by using the unsubscribe option provided in the communication or by contacting us at info@mouldfreehelath.co.uk.

We will still be able to send you non-marketing communications that are necessary in connection with quotations, appointments, works, invoices, warranties or other services.

11. How Long We Keep Your Information

We keep personal information only for as long as reasonably necessary for the purposes for which it was collected, including providing our services and meeting legal, accounting, tax, insurance and record-keeping requirements.

Different categories of information may be retained for different periods. In determining appropriate retention periods, we consider the nature of the information, the reason it was

collected, relevant legal requirements and whether it may be required in connection with warranties, complaints or legal claims.

When personal information is no longer required, we will delete it, anonymise it or securely dispose of it where appropriate.

12. International Transfers

Some of the technology and service providers we use may process or store personal information outside the United Kingdom.

Where personal information is transferred internationally, we will take appropriate steps to ensure that the transfer complies with applicable data protection law and that appropriate safeguards are in place where required.

13. How We Protect Your Information

We take reasonable technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Access to personal information is limited to people who reasonably require it for their work or to provide services to us.

No internet-based system is completely secure, however, and we cannot guarantee the absolute security of information transmitted through our website or electronically.

14. Your Data Protection Rights

Depending on the circumstances, UK data protection law may give you the right to:

- request access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete your personal information;
- ask us to restrict how your information is processed;
- object to certain processing;
- request the transfer of certain information to you or another organisation;
- withdraw consent where we rely on consent; and
- object to certain direct marketing.

These rights are subject to certain legal conditions and exemptions.

To exercise any of your rights, please contact us at info@mouldfreehealth.co.uk. We may need to verify your identity before dealing with your request.

15. Complaints

If you have concerns about how we use your personal information, please contact us first so that we can try to resolve the matter.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's data protection regulator.

Further information is available from the ICO at **ico.org.uk**.

16. Third-Party Websites

Our website may contain links to websites operated by other organisations. We are not responsible for the privacy practices of third-party websites. We recommend reviewing their privacy notices before providing them with personal information.

17. Children's Information

Our services are not directed at children, and we do not knowingly use our website to collect personal information directly from children for marketing purposes.

Information relating to children may occasionally be provided to us in connection with a property or service. Where this occurs, we will only process that information where necessary and lawful and will take appropriate care in handling it.

18. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our services, website, business practices or legal requirements.

The latest version will be published on this page, with the date of the most recent update shown at the top.

19. Contact Us

If you have any questions about this Privacy Notice or how we handle your personal information, please contact:

Andrea Okos

Email: info@mouldfreehealth.co.uk

Whatsapp: 07537101286