Adamscombe Ltd respects your privacy and is committed to handling personal information responsibly. This Privacy Notice explains what information we collect, why we use it, who receives it, how long we keep it and your rights under UK data protection law.

1. Who we are

Adamscombe Ltd is the controller of the personal information described in this policy. We provide garden and property maintenance services. Company number: SC904360. Registered office: 4H Eden Street, Dundee, DD4 6HN.

For privacy questions or requests, email enquiries@adamscombe.co.uk, telephone 07732 131046 or write to our registered office. This notice covers our website, enquiries and garden and property maintenance customer relationships. If a separate property management service involves additional uses of personal information, we will provide further privacy information for that service.

2. Information we collect

We collect the information you give us when you request a quote, submit our enquiry form, email, telephone or book work. This can include your name, email address, telephone number, property or job address, service choices, garden details, availability, messages and photographs you choose to upload. We may also keep quotes, booking correspondence, invoices and payment records. Where needed for a job, we also collect business or organisation details, access instructions and information about occupiers or other site contacts.

Our hosting and form providers may process technical information such as IP addresses, browser and device details, request times and security logs to deliver and protect the website. With your permission, Google Ads processes advertising measurement information, such as ad interactions, cookie identifiers and enquiry conversion events.

Most information comes directly from you. We may also receive relevant contact details, property information and job instructions from a landlord, letting agent, property manager, tenant or occupier, contractor, supplier, insurer, professional adviser or other person involved in the work. Please upload only photographs you are entitled to share and avoid including people, identity documents or other unnecessary personal details.

3. Why we use information and our lawful bases

Quotes and bookings: we use enquiry and job details to respond, estimate work and take steps at your request before entering a contract, and to perform our contract when you book. Without the necessary contact and job details, we may be unable to quote or provide the service.

Service delivery: our contractual uses include arranging appointments and access, coordinating materials and contractors where needed, keeping job and completion records, issuing invoices and communicating about the work.

Business administration: we use relevant correspondence and records for our legitimate interests in running the business, organising work, handling queries and complaints, protecting the website and establishing or defending legal claims. We consider the effect on your rights when relying on legitimate interests.

Accounts and legal duties: we keep information needed to meet applicable tax, accounting and other legal obligations.

Advertising measurement: we rely on consent for optional advertising cookies and related measurement. Sending an enquiry does not itself give consent to advertising cookies or promotional emails. Any promotional use requiring consent will be subject to a separate choice.

4. Who receives information

We share relevant information only where needed for the purposes above. Recipients may include our website hosting and enquiry-form provider, email and IT providers, suppliers, waste or disposal providers, accountants or bookkeepers, banks and payment providers, insurers and professional advisers. Our website enquiry form uses Netlify form handling. Where needed to provide your service, relevant information may be shared with workers, subcontractors, tradespeople, landlords or managing agents. We limit this to the information needed for the relevant purpose.

Google receives advertising measurement information when you accept measurement cookies. We may also disclose information where required by law or necessary to handle a legal claim. We do not sell personal information.

5. Cookies, advertising and external services

The website asks whether you accept Google Ads measurement. In our website configuration, the Google tag does not load before acceptance. Personalised advertising and Google Analytics storage are disabled in that configuration. Rejecting measurement does not prevent you using the enquiry form.

The browser stores your accept or reject choice in local storage under adamscombe-ads-consent-v1 for up to 180 days. This preference is stored on your device. If you accept, Google Ads may set measurement cookies, such as conversion-linking cookies, with lifetimes controlled by Google and the tag configuration. Browser settings can show and remove the cookies actually stored.

You can change your choice using Advertising cookie settings on this website. Withdrawing consent stops future consent-based measurement; it does not undo processing already carried out. You can also delete existing cookies through your browser settings.

The website loads Google Fonts from Google servers. This means your browser sends Google technical connection information, including your IP address, when requesting the fonts, even if you reject advertising measurement. The fonts are used to display the website, on the basis of our legitimate interests in presenting a readable and consistent site. For information about Google services, see https://policies.google.com/privacy.

Google privacy information: https://policies.google.com/privacy. Netlify privacy information: https://www.netlify.com/privacy/. You can contact us to ask which suppliers handle information connected with your enquiry or job.

6. International processing

Some technology suppliers, including Google and potentially our hosting, forms and email providers, may process information outside the UK. Where a restricted international transfer occurs, an appropriate UK transfer mechanism is required, such as UK adequacy regulations or approved contractual safeguards. Contact us for details of the countries, applicable safeguards and how to obtain a copy relevant to your information.

7. How long we keep information

We keep personal information only for as long as it is needed for its purpose. Enquiries that do not lead to work are reviewed and deleted when follow-up is no longer reasonably needed. Job records and correspondence are retained while needed to provide the service, deal with queries, insurance matters or potential claims, taking account of applicable legal time limits.

Invoices and accounting records are kept for the applicable statutory retention period. Photos are kept only while needed to assess or document the work or deal with a related issue. Information subject to an unresolved dispute or legal requirement may need to be kept longer. Technical logs and supplier-held records follow the relevant service retention arrangements. The website consent preference expires after 180 days.

8. Security

We take reasonable technical and organisational measures appropriate to the information and the risks, restrict access to people who need it for their work, and use service providers to support secure processing. No internet service can guarantee absolute security. Please do not send bank card details, passwords or unnecessary sensitive information through our enquiry form.

9. Marketing and photographs

We will follow applicable data protection and electronic marketing rules if we send promotional communications, and obtain consent where required. You can ask us to stop direct marketing at any time by emailing enquiries@adamscombe.co.uk. We may keep the minimum information needed to remember an opt-out.

Photographs supplied for a quote or taken to document a job are used for that purpose. Before using identifiable customer or property photographs publicly for marketing, we assess this separately and obtain permission where required.

10. Your rights and choices

Depending on the circumstances and the lawful basis, you may ask for access to your personal information, correction of inaccurate information, deletion, restriction of processing or a portable copy of information you provided. These rights are not absolute.

Your right to object: you can object to processing based on legitimate interests on grounds relating to your situation. You can object to direct marketing at any time.

Where we rely on consent, you can withdraw it at any time without affecting the lawfulness of earlier processing. To exercise your rights, email enquiries@adamscombe.co.uk. We may need to confirm your identity. We normally respond within one month, subject to any extensions or pauses allowed by law.

We do not make decisions about you based solely on automated processing that produce legal or similarly significant effects. Any online price estimator provides an indicative estimate; the scope and final price are confirmed separately.

11. Complaints and changes

Please contact us first if you have a concern so we can investigate it. You also have the right to complain to the Information Commissioner’s Office (ICO), the UK data protection regulator: https://ico.org.uk/make-a-complaint/.

We may update this notice when our services or information practices change. The current version is available on our website and on request. Version 1.1, effective 29 October 2026, replaces version 1.0 dated 6 October 2026.