



Cornerstone Home Services Limited (17122746)
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Privacy Policy **(2026)**

This privacy policy applies between you the user/customer and Cornerstone Home Services Limited.

Cornerstone Home Services Limited is the Data Controller responsible for your personal data and takes the privacy of your information very seriously. This privacy policy applies to our use of any and all data collected by us or provided by you in relation to your use of our Website or by other means.

Definitions and interpretations

- **Data** - Collectively, all information that you submit to Cornerstone Home Services Limited via the Website or other means. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws.
- **Cookies** - A small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of cookies are set out in the clause below (**Cookies**)
- **GDPR** - the General Data Protection Regulation (UK) and the Data Protection Act 2018
- **Cornerstone Home Services, Us or Our** - The use of the word Us or Our refers to Cornerstone Home Services Limited which is a registered limited company operating in England and Wales whose registered office is in Witham Essex. Trading as Cornerstone Home Services.
- **User, Customer or You** - Refers to any third party that accesses and uses the Website and/or provides personal details.

Scope of this privacy policy

This privacy policy applies only to the actions of Us and our Users with respect to Our Website or by other means of receiving personal information. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide via social media websites.

This privacy policy informs you of what to expect Us to do with your personal information and other relevant information regarding this:

Reason for data collection

We may collect or be given data, which includes personal data, from you in regards for the following reasons;

- To provide services and goods, including delivery

- For the operation of customer accounts and guarantees
- For service updates or marketing purposes
- For dealing with queries, complaints or claims

Data collected

- Name
- Contact Information such as email addresses and telephone numbers
- Demographic information such as postcode, preferences and interests
- Purchase or account history
- Account information
- Payment details
- Security information
- Marketing preferences
- Information relating to complaints or reviews
- IP address (automatically collected)
- Web browser type and version (automatically collected)
- Operating system (automatically collected)

In each case, in accordance with this privacy policy.

How we collect Data

We collect Data in the following ways:

- data is given to us by you
- data is received from other sources
- data is collected automatically.

Data that is given to us by you

Cornerstone Home Services Limited will collect your Data in a number of ways, for example:

- When you contact us through the Website, by telephone, post, e-mail or through any other means
- When you use our services

In each case, in accordance with this privacy policy.

Data that is received from publicly available third parties sources

We may at times receive personal data when you contact us via third-party platforms such as social media (e.g. Facebook). This may include your name, contact details, and any information you choose to provide or make public.

In each case, in accordance with this privacy policy.

Who we share Data with

We use trusted third-party service providers including CRM systems, accounting software and website hosting providers (such as Tradify, Xero and IONOS) to support our business operations.

We may share your Data with the third party groups such as;

- Employees
- CRM and management services
- Accountancy services
- Financial or fraud investigation authorities
- External auditors or inspectors
- Warranty, guarantee or certification providers
- Organisations we're legally obliged to share personal information with
- Debt collection agencies

And for the following reasons;

- For contact
- Payment or recovery purposes
- CRM and admin purposes
- Accounting and tax purposes
- Marketing purposes
- Certification or product purposes

In each case, in accordance with this privacy policy.

If you require any further information regarding the third parties we use and where to find their Privacy Policies, please contact us using the details at the head of this Privacy Policy and relevant information can be provided where we are able.

Data retention

- Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.
- Financial records will be held up to 6 years in accordance to HMRC requirements.
- General enquiry data may be retained for up to 12-24 months where no ongoing work is carried out.
- Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.
- Please be aware that any electrical certificates issued are due to remain with the installation throughout its life span. You become responsible for any updates or changes to relevant information once in receipt of such documents.

Your rights

You have the following rights in relation to your Data:

1. **Right to access** – the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is “manifestly unfounded or excessive.” Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
2. **Right to correct** – the right to have your Data rectified if it is inaccurate or incomplete.
3. **Right to erase** – the right to request that we delete or remove your Data from our systems.
4. **Right to restrict our use of your Data** – the right to “block” us from using your Data or limit the way in which we can use it.

5. **Right to data portability** – the right to request that we move, copy or transfer your Data.
 6. **Right to object** – the right to object to our use of your Data including where we use it for our legitimate interests.
- To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: info@cornerstonehomeservices.co.uk
 - If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>
 - It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Lawful bases of collection

We process personal data in accordance with UK data protection law. The lawful bases we rely on are as follows;

- **Contract**
We process your personal data where it is necessary to enter into or perform a contract with you. This includes carrying out requested works, providing quotations and managing customer accounts.
- **Legal obligation**
We may process your personal data where necessary to comply with legal obligations, including maintaining financial records for HMRC and complying with regulatory requirements.
- **Legitimate interests**
We may process your personal data where it is necessary for our legitimate business interests, provided these are not overridden by your rights. This includes communication with customers, responding to enquiries, maintaining records and improving our services.
- **Consent**
Where required, we will obtain your consent to process your personal data, particularly in relation to marketing communications. You have the right to withdraw your consent at any time.

In each case, in accordance with this privacy policy.

General

- You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
- If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.
- Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
- This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction

of the English and Welsh courts.

Changes to this privacy policy

- Cornerstone Home Services Limited reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the privacy policy on your first use of the Website or company following the alterations.

You can find our contact details at the head of this Privacy Policy.

Cookies

- This Website may place and access certain Cookies on your computer to improve your experience of using the Website.
- All Cookies used by this Website are used in accordance with current UK and EU Laws.
- Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.
- This Website may place the following Cookies:

Type of Cookie & Purpose

- Analytical/performance cookies - They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

You can find a list of Cookies that we use in the Cookies Schedule or via our hosts website.

- You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser.
- You can choose to delete Cookies at any time; however you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.
- It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.
- For more information generally on cookies, including how to disable them, please refer to <https://www.aboutcookies.org/> where you will also find details on how to delete cookies from your computer.

Breach Handling

In the even of a data breach, we will act in accordance with UK GDPR requirements.