

# Eco Service Solutions (E.S.S)

66 Butt Park Rd, Plymouth PL5 3NR | Tel: 07887 607128 |  
info@ecoservicesolutions.co.uk

## Privacy Policy

How We Handle Your Personal Data

Effective Date: June 2026

### 1. Who We Are

Eco Service Solutions is a sole trader business operated by Ben Littleton, trading as Eco Service Solutions (E.S.S). We provide Air Source Heat Pump servicing, Property Readiness Assessments (PRA), Property Readiness Reviews (PRR), fault diagnosis, and related renewable heating services.

Data Controller: Ben Littleton, Eco Service Solutions (E.S.S)

Contact: info@ecoservicesolutions.co.uk | 07887 607128

Address: 66 Butt Park Rd, Plymouth PL5 3NR

### 2. What Data We Collect

We collect only the personal data necessary to provide our services, communicate with you, and meet our legal obligations.

- Identity & contact: name, address, postcode, phone, email
- Property information: heating system type, property details, assessment findings, photos, thermal images
- Booking & payment: appointment dates, invoices, payment records
- Communications: emails, messages, and notes relating to your enquiry or service
- Website: basic analytics and cookie data (see our Cookie Policy)

### 3. How We Use Your Data

We process your data under UK GDPR and the Data Protection Act 2018 on the following lawful bases:

- Contract: to deliver the service you have booked

- Legitimate interests: to respond to enquiries, improve our services, and maintain business records
- Legal obligation: where required by tax, accounting, or regulatory requirements
- Consent: where you have given clear consent (e.g. marketing communications, non-essential cookies)

#### **4. Who We Share Data With**

We do not sell your personal data. We may share data only where necessary:

- Parts suppliers or subcontractors — only information required to fulfil a repair (with your knowledge)
- Accountant or HMRC — for tax and accounting purposes
- Insurer — if required in connection with an insured claim
- Legal authorities — if required by law or court order

#### **5. Data Retention**

We keep personal data only as long as necessary:

- Customer records & reports: 6 years from last service (tax and legal limitation periods)
- PRA/PRR reports: 6 years from report date (report validity referenced as 6 months for customer use)
- Enquiry records (no booking): 12 months
- Payment records: 6 years
- CCTV/bodycam (if used): not routinely used; if ever used, maximum 30 days unless incident-related

#### **6. Your Rights**

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

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request erasure (where applicable)
- Object to or restrict certain processing
- Data portability (where applicable)
- Withdraw consent at any time (where processing is based on consent)
- Lodge a complaint with the Information Commissioner's Office (ICO) at [ico.org.uk](https://ico.org.uk)

## **7. Data Security**

We take appropriate technical and organisational measures to protect your data, including secure devices, password protection, and limiting access to personal data. Assessment reports and customer files are stored securely and not left accessible in unattended vehicles.

## **8. International Transfers**

We do not routinely transfer personal data outside the UK. If any service provider processes data outside the UK, we ensure appropriate safeguards are in place.

## **9. Changes to This Policy**

We may update this Privacy Policy from time to time. The version on our website or issued to you at booking will apply. Last updated: June 2026.

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