



## Privacy Notice

Effective Date: 15/10/2025

Rydwell Services Ltd is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, and safeguard your personal data when you interact with us or use our services.

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### 1. Who We Are

#### **Rydwell Services Ltd**

Rydwell House, 45 Kenilworth Crescent, Enfield, EN1 3RE

Company Number: 8734874

Email: [info@rydwells.co.uk](mailto:info@rydwells.co.uk)

Phone: 020 8363 2590

We provide house clearance and related services across London, Essex and Hertfordshire

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### 2. What Information We Collect

We may collect and process the following personal data:

- **Identity Data:** Name, title
- **Contact Data:** Address, email address, phone number
- **Service Data:** Details about the property and contents, access instructions, photographs (where applicable)
- **Communication Data:** Emails, phone call records, and messages exchanged during our engagement

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### 3. How We Collect Your Information

We collect data in the following ways:

- Directly from you (via phone, email, contact form, or in person)
  - When you fill out forms or request a quote
  - During the provision of services (e.g. while conducting our work)
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#### 4. Why We Use Your Data (Legal Basis)

We use your data for the following purposes:

Purpose	Legal Basis
To provide quotations and carry out services	Contractual obligation
To communicate with you about services	Legitimate interest
To process payments and issue invoices	Legal obligation / Contract
To manage customer relationships	Legitimate interest
To comply with legal and regulatory requirements	Legal obligation

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#### 5. Sharing Your Information

We do not sell your personal data. However, we may share it with:

- Staff working under Rydwell Services Ltd
- Regulatory or legal authorities, if required by law
- IT and system providers (for secure data processing)

All third parties are required to respect the security of your data and comply with data protection laws.

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#### 6. How We Protect Your Data

We have appropriate security measures in place to prevent your personal data from being lost, misused, or accessed without authorisation. This includes physical, digital, and procedural safeguards.

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#### 7. How Long We Keep Your Data

We will retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements. Typically:

- Customer records: up to 6 years (for accounting/legal purposes)
  - Communications: up to 2 years after service completion
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#### 8. Your Rights

Under data protection laws, you have rights including:

- The right to access your personal data

- The right to rectification of inaccurate data
- The right to erasure ("right to be forgotten")
- The right to object to processing
- The right to data portability
- The right to lodge a complaint with the ICO ([www.ico.org.uk](http://www.ico.org.uk))

To exercise any of these rights, contact us at:  
**info@rydwells.co.uk**

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## 9. Cookies and Website Usage

If you use our website, we may collect technical data using cookies to improve your experience.

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## 10. Changes to This Notice

We may update this Privacy Notice occasionally. The latest version will always be available upon request.

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## Contact Us

If you have any questions about this privacy notice or how we handle your data, please contact:

**Rydwell Services Ltd**

Email: [info@rydwells.co.uk](mailto:info@rydwells.co.uk)

Phone: 020 8363 2590

Signed



A handwritten signature in black ink, appearing to read 'Tony Williams', is written over a faint, light blue circular stamp. The stamp contains some illegible text, possibly a company seal or logo.

Tony Williams

Managing Director