

PRIVACY POLICY

Yardhaus Ltd.

1. INTRODUCTION

This Privacy Policy sets out how **Yardhaus Ltd.**, a company registered in England and Wales with its registered office at 5 Brayford Square, London, E1 0SG, collects, uses, and protects the personal information you provide when engaging with us. At Yardhaus, we value your trust and are committed to protecting your privacy in accordance with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018.

The information you share with us allows us to respond to your enquiries, deliver our services, and maintain a professional relationship with you. We want to assure you that your details are handled fairly, transparently, and only for legitimate purposes.

By visiting our website or providing your personal information, you acknowledge this Privacy Policy and agree to the way we process your information as described here. If you have any questions about this Policy or how your data is handled, you are welcome to contact us directly.

2. INFORMATION WE COLLECT

When you contact us or use our website, we may ask for certain personal details so that we can respond to your enquiry, prepare a quotation, or deliver the services we agree with you. The information we collect includes your name, address, email address, and phone number. Without this information, we may not be able to proceed with your project or communicate effectively with you. Any additional information you choose to provide, such as design preferences or notes about your property, is optional and will be used only to tailor our services more closely to your needs.

We may also make use of cookies and analytics to understand how visitors use our website and to improve the way it performs. This information is collected automatically when you browse our site and is used only for operational and performance purposes.

We do not collect sensitive personal data such as health information, financial records, or other special categories of data. The information we keep is limited to what is relevant for your project and for the professional services we provide to you.

3. HOW WE COLLECT INFORMATION

We collect information in a few different ways, depending on how you interact with us. Most of the information comes directly from you when you make an enquiry through our website, send us an email, or speak with us over the phone. This ensures we have the details we need to respond to your request, prepare a quotation, or arrange a site visit.

We may also collect information automatically when you browse our website. This happens through the use of cookies and analytics tools, which help us understand how visitors use the site and allow us to improve its performance and functionality. The data gathered in this way is generally limited to technical details such as browsing activity and does not include your personal identity.

In addition, some information may be received as part of carrying out our services. For example, when preparing plans or coordinating deliveries, we may confirm or update details such as your address or project requirements to make sure everything is accurate and complete.

4. HOW WE USE YOUR INFORMATION

We use the information you provide to carry out the services you request and to manage the steps involved in delivering your project. This may include communicating with you about your enquiry, preparing tailored quotations, confirming project details, and coordinating the activities required to complete the work. In specific cases, your information may also be shared with our warranty provider to register your insurance-backed guarantee.

In addition to project-related use, we retain certain details to comply with legal requirements, such as accounting, tax, or recordkeeping obligations. Any data collected through your use of our website may also support technical improvements, service reliability, and a smoother browsing experience.

We do not use your information for promotional purposes at this time. If marketing or service updates are introduced in the future, we will let you know and give you the option to manage your preferences.

5. COOKIES AND ANALYTICS

Our website uses cookies and similar technologies to support essential site functions, enhance performance, and improve your browsing experience. Cookies are small text files stored on your device when you visit a website. Some of these cookies are necessary for the website to operate

correctly, while others help us understand how visitors interact with the site so we can make ongoing improvements.

We use analytics tools to collect information such as which pages are visited most frequently, how long visitors stay on each page, the type of device or browser being used, and how people arrive at our site. This information is collected in an aggregated and anonymised form, meaning it does not identify you as an individual. It helps us assess how well our website is functioning and whether adjustments are needed to improve usability, navigation, and content delivery.

Cookies may also remember your preferences during a browsing session or between visits, allowing the site to operate more smoothly based on your previous interactions. We do not use cookies to collect personal information or to track your activity beyond our website.

Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline or remove them. Please be aware that disabling certain types of cookies may affect how the website functions or limit your ability to access particular features.

By continuing to use our website with your browser settings unchanged, you consent to the use of cookies as described in this policy. If you prefer not to accept cookies, you may still use the site, but some functions may not behave as expected.

6. SHARING YOUR INFORMATION

We only share your personal information when it is necessary to fulfil a specific purpose connected to the service you have requested. In certain situations, we may need to share relevant details with trusted third parties who assist us in delivering your project. For example, your name, address, and contact information may be provided to our delivery or installation partners to ensure smooth coordination of materials and on-site work.

We are also members of the Independent Warranty Association (IWA), which provides insurance-backed guarantees and deposit protection for our customers. If your project is registered with the IWA, we may share the information required to issue your warranty or process your coverage under their terms.

We do not share your information with marketing companies or advertisers, and we never sell or rent personal data to third parties. Payments for our services are handled by direct bank transfer, so we do not use external payment processors or share your details for billing purposes.

All third parties who receive personal data from us are expected to handle it in a secure and lawful manner and to use it only for the purpose for which it was provided.

7. LEGAL BASIS FOR PROCESSING

We only process your personal information when we have a lawful reason to do so, as required by the UK General Data Protection Regulation and the Data Protection Act 2018. The main legal basis for processing your information is that it is necessary for us to perform a contract with you or to take steps at your request before entering into a contract. This includes handling your enquiries, preparing quotations, and delivering the services you have asked us to provide.

In some cases, we may process your information to comply with a legal obligation, such as maintaining records for tax or accounting purposes, or to support the fulfilment of insurance-backed warranties through our membership with the Independent Warranty Association.

We may also rely on our legitimate interests where the use of your data is reasonable, proportionate, and does not override your privacy rights. For example, this may include improving our website's performance through the use of analytics tools or managing internal business operations.

If we ever intend to use your information based on consent, such as for marketing or promotional emails, we will ask for your permission first and give you the option to withdraw that consent at any time.

8. DATA RETENTION

We retain your personal information only for as long as it is needed to fulfil the purposes for which it was collected. In most cases, this means we will keep your details for the duration of your project and for a reasonable period afterwards to manage any follow-up questions, aftercare, or warranty-related matters.

Where we are required to keep certain records to meet legal or regulatory obligations, such as for tax or financial reporting, we will store that information in accordance with the applicable retention periods. These timeframes may vary depending on the type of information and the nature of the legal requirement.

If you contact us with an enquiry but do not proceed with a service, your information will be retained for a limited time so we can manage your request and track the outcome of our communications.

Once the relevant retention period has passed, your information will be securely deleted or anonymised unless there is a valid reason to keep it for longer, such as an unresolved warranty claim or an active legal obligation.

9. DATA SECURITY

We take the security of your personal information seriously and apply appropriate measures to protect it against loss, misuse, or unauthorised access. Access to your information is limited to those who need it for legitimate business purposes, such as managing your enquiry, organising your project, or maintaining records in line with legal requirements.

Our website is hosted on secure servers, and we use technical safeguards to help prevent unauthorised access to any information transmitted through it. Where data is stored electronically, it is held in secure systems with access controls in place. We also maintain internal procedures to ensure that information is handled with care and only used in accordance with this policy.

While no system can guarantee complete security, we regularly review our practices to reduce risk and keep your information safe. If we ever become aware of a situation that puts your personal data at risk, we will take swift action and notify you where required by law.

10. INTERNATIONAL TRANSFERS

We currently store and process all personal information within the United Kingdom. We do not actively transfer your data outside the UK as part of our usual operations, and we do not engage with overseas vendors or service providers who require access to your information.

If an international transfer becomes necessary in the future, such as when using a digital service that stores information outside the UK, we will take steps to ensure that your data remains protected in accordance with UK data protection laws.

This may include transferring data only to countries that the UK government recognises as providing an adequate level of protection. Where information is sent to a country that does not have this recognition, we will use safeguards that are legally approved and provide enforceable protections for your information.

We will never transfer personal data internationally without ensuring that your rights, your privacy, and the security of your information are fully respected and upheld.

11. YOUR RIGHTS

Under the UK General Data Protection Regulation, you have several important rights relating to your personal information. These rights give you control over how your data is handled and ensure that your privacy is respected at every stage. You may exercise any of these rights by contacting us directly.

Your rights include the following:

- a. **Right of access:** You have the right to request a copy of the personal information we hold about you and to understand how it is used.
- b. **Right to rectification:** If any of your information is inaccurate or incomplete, you have the right to ask us to correct or update it without delay.
- c. **Right to erasure:** In certain circumstances, such as when the data is no longer needed for the original purpose, you may ask us to delete your personal information.
- d. **Right to restriction:** You can request that we limit how we use your information if you believe the data is incorrect, if you object to its use, or if you require us to retain it for legal reasons.
- e. **Right to object:** You have the right to object to our use of your information if you believe your personal interests outweigh the reasons we rely on to process it.
- f. **Right to withdraw consent:** If we ever rely on your consent to process your information, you can withdraw that consent at any time.
- g. **Right to data portability:** Where applicable, you may request to receive your personal information in a structured and commonly used format or ask that it be transferred to another service provider.

If you wish to exercise any of these rights, or if you have questions about how your data is handled, please refer to the contact details provided at the end of this policy.

12. MARKETING COMMUNICATIONS

We do not currently use your personal information to send marketing messages, promotional content, or newsletters. Our communication with you is limited to responding to your enquiries, managing your project, and carrying out the services you have requested.

If we introduce marketing communications in the future, we will only contact you if you have given your clear consent to receive such updates. You will be informed of the purpose of these communications and provided with a simple way to opt in or out at any time.

Your preferences will be respected, and we will never send you marketing material without your agreement. If you choose to receive updates from us and later change your mind, you will always have the option to unsubscribe using the method provided in the message or by contacting us directly.

13. THIRD PARTY LINKS

Our website may include links to third-party websites, services, or resources that are not owned, managed, or controlled by Yardhaus Ltd. These links are provided for informational purposes or to give you convenient access to partners, suppliers, or external platforms that may be relevant to your interests or project.

Please note that once you leave our website by clicking on a third-party link, this Privacy Policy no longer applies. We have no control over the content, terms, or data practices of external websites, and we do not accept any responsibility for how your personal information may be collected, stored, or used by them.

Each third party is responsible for its own privacy policy, cookie policy, and terms of use. We strongly recommend that you review the privacy notices of any external websites you choose to visit before providing them with your personal information.

The presence of a third-party link on our website does not imply an endorsement, affiliation, or approval by Yardhaus Ltd. We do not make any guarantees regarding the accuracy, security, or content of third-party websites and accept no liability for any loss, damage, or inconvenience that may arise from your use of them.

14. CHILDREN'S PRIVACY

Yardhaus Ltd does not knowingly collect or process personal information from individuals under the age of sixteen. Our services and website are intended for adults and are not marketed to, directed at, or designed to be used by children. We do not solicit, and will not knowingly accept, any personal information from a child.

If it comes to our attention that we have received personal information from a person who is under the age of sixteen, and such collection was made without verified parental or guardian

consent, we will promptly take all reasonable steps to delete that information from our systems and records.

We encourage parents and legal guardians to monitor their children's use of the internet and to contact us if they believe a child has provided personal information through our website or any related channels in connection with our services.

Any enquiry of this nature should be directed to us using the contact details provided at the end of this policy. Upon receipt, we will assess the matter and take appropriate action in accordance with applicable data protection law.

15. CHANGES TO THIS POLICY

Yardhaus Ltd reserves the right to update or amend this Privacy Policy at any time to reflect changes in our business practices, legal obligations, or the manner in which we process personal information. We encourage you to review this Policy periodically to remain informed about how your information is protected and managed.

Any modifications to the content of this Policy shall take effect upon being published on our website. Where required or appropriate, we may also provide notice of material changes directly using the contact information you have supplied.

Your continued use of our website or services following any revision will constitute your acceptance of the updated terms. If you do not agree to the changes, you should discontinue use of our services and may contact us with any queries or concerns.

The most recent version of this Privacy Policy is identified by the effective date stated at the end of this document. You are encouraged to review that date to confirm whether the policy has been updated since your last visit.

16. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or the way your personal information is managed, you are encouraged to contact us directly. We are committed to responding promptly and handling all enquiries in accordance with applicable data protection law.

You may contact us using the following details:

Yardhaus Ltd

5 Brayford Square
London, E1 0SG
United Kingdom
Email: info@yardhaus.co.uk

Alternatively, you may reach us through the contact form available on our website. Please ensure that your message includes enough detail for us to understand your enquiry and respond appropriately.

If you are not satisfied with how we have handled your personal data or believe that your data protection rights have been violated, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's independent authority for data protection:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Website: www.ico.org.uk

Effective Date: This Privacy Policy was last updated on 25th August 2025.