



## Privacy Policy

**Effective date:** 3 September 2025

### 1) Who we are and how this policy applies

This Privacy Policy explains how **Nestive Ltd** (“Nestive”, “we”, “us”, “our”) collects and uses your personal data when you interact with our websites and services, including [[www.nestivegardenrooms.co.uk](http://www.nestivegardenrooms.co.uk)] and related sub-domains (the “Site”), our social channels, and when you contact us by email or phone.

We act as the **data controller** for the personal data described in this policy. We process your data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, and, where relevant, the **Privacy and Electronic Communications Regulations (PECR)**.

#### **Contact details (controller):**

Nestive Ltd

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

Phone: **01792 949113**

Registered office: **56 Saunders Way, Swansea, SA2 8BA**

Company number: **16507944**

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### 2) The data we collect

We may collect and process the following categories of personal data:

- **Identity & Contact Data:** name, email address, phone number, address, and any information you include in enquiry/quote forms or correspondence.
- **Project & Transaction Data:** details of your project requirements, quotes, invoices, contracts, work orders, customer service communications, and warranty/aftercare records.
- **Marketing Preferences:** your choices about receiving marketing and the channels you prefer.

- **Usage & Technical Data:** IP address, device and browser type, operating system, pages viewed, interactions, and referral sources collected via our Site, logs, and analytics tools.
- **Cookies & Similar Technologies:** small files set on your device—see **Cookies** below and our **Cookie Policy**.
- **Social Media Interactions:** likes, comments, messages, or form submissions via platforms such as Facebook/Instagram and LinkedIn.

We do **not** intentionally collect special category data (e.g., health, ethnicity) or children’s data. Please do not provide such information to us.

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### 3) How we obtain your data

- **Directly from you:** when you submit forms, request quotes, call or email us, sign contracts, or subscribe to updates.
- **Automatically:** via cookies/analytics when you browse the Site.
- **From third parties:** advertising and analytics partners (e.g., Google, Meta, LinkedIn), lead generation forms embedded on our pages, and publicly available sources (e.g., Companies House for business clients).

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### 4) Purposes and lawful bases

We only use your personal data where the law allows. Below is a summary of our purposes and lawful bases under UK GDPR:

Purpose	Examples	Lawful basis
Respond to enquiries & provide quotes	Contact forms, emails, phone calls	<b>Legitimate interests</b> (to respond to you) and/or <b>steps to enter a contract</b>
Provide and manage projects/services	Surveys, design, supply, installation, aftercare, warranty	<b>Contract</b> (to perform our agreement) and <b>legitimate interests</b> (efficient service)
Billing, accounting & records	Invoices, payments, HMRC records	<b>Legal obligation</b> and <b>contract</b>
Improve Site & services	Diagnostics, analytics, troubleshooting	<b>Legitimate interests</b> (improve, secure and develop our services)
Marketing communications	News, updates, offers about similar services	<b>Consent</b> (where required) and/or <b>legitimate interests</b> incl. <b>PECR soft opt-in</b> for existing customers
Protect our business & comply with law	Prevent fraud, manage claims, respond to regulators	<b>Legitimate interests</b> and <b>legal obligation</b>

Purpose	Examples	Lawful basis
Run ads & measure performance	Audience targeting, conversion tracking	<b>Consent</b> for non-essential cookies/trackers; <b>legitimate interests</b> where strictly necessary cookies only

**You can withdraw consent** at any time (e.g., for marketing or non-essential cookies), and you can **object to processing** based on legitimate interests—see **Your rights** below.

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## 5) Marketing (including PECR)

We may send you marketing about our services if:

- you have **opted in**, or
- you are an **existing customer** and we rely on the **soft opt-in** under PECR for similar products/services.

You can opt out at any time using the unsubscribe link in emails or by contacting us. We do not sell your personal data.

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## 6) Cookies and similar technologies

We use:

- **Strictly necessary cookies** – required for the Site to function (set without consent).
- **Analytics and advertising cookies** – to understand performance and show relevant ads (set **with your consent**).

When you first visit, our cookie banner lets you **accept, reject, or manage** non-essential cookies. You can also adjust your browser settings. For full details (including cookie lifespans and providers), see our **[Cookie Policy]**.

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## 7) Disclosures of your personal data

We share data only as needed with trusted recipients who act under contract and appropriate safeguards, including:

- **Service providers / processors** such as: website hosting, security and backup, IT support, email/CRM platforms, form and scheduling tools, analytics, and advertising platforms (e.g., Google, Meta, LinkedIn).
- **Professional advisers** such as accountants, insurers, and legal advisers.

- **Authorities and regulators** where required by law.
- **Business transfers** in the event of a merger, acquisition, or restructuring (your data would remain protected).

We ensure processors commit to confidentiality, use data only on our instructions, and implement appropriate security.

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## 8) International transfers

Some providers may process data outside the UK. Where they do, we ensure appropriate safeguards, such as:

- **UK adequacy regulations/decisions** (where available), or
- the **UK International Data Transfer Agreement (IDTA)** or the **UK Addendum** to the EU Standard Contractual Clauses, plus supplementary measures as needed.

You can contact us for details of current safeguards relevant to your data.

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## 9) Data retention

We keep personal data only as long as necessary for the purposes set out above, including to satisfy legal, accounting, or reporting requirements. Typical periods are:

- **Enquiries/leads:** up to **24 months** from last contact if no contract follows.
- **Contract and project records:** **6 years** after completion (to comply with limitation and tax rules).
- **Marketing data:** until you **opt out** or we identify prolonged inactivity (typically **24 months**).
- **Cookie data:** per our Cookie Policy.

We securely delete or anonymise data when retention ends.

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## 10) Security

We use appropriate **technical and organisational measures** to protect personal data, including access controls, encryption in transit where appropriate, regular updates, and staff awareness measures. No system is 100% secure, but we work to prevent unauthorised access, use, alteration, or disclosure.

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## 11) Your rights (UK GDPR)

You have the right to:

- **Access** your personal data and get a copy.
- **Rectify** inaccurate or incomplete data.
- **Erase** your data in certain circumstances.
- **Restrict** processing in certain circumstances.
- **Object** to processing based on legitimate interests or to direct marketing.
- **Data portability** for data you provided to us with consent or under a contract.
- **Withdraw consent** at any time (this won't affect processing prior to withdrawal).

We aim to respond within **one month** (extendable by two months for complex requests). We may need to verify your identity.

**How to exercise your rights:** contact us at [info@nestivegardenrooms.co.uk](mailto:info@nestivegardenrooms.co.uk).

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## 12) Complaints

You can complain to the **Information Commissioner's Office (ICO)** if you are unhappy with how we've used your data. We'd appreciate the chance to resolve concerns first.

Information Commissioner's Office  
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[ico.org.uk](https://ico.org.uk) | 0303 123 1113

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## 13) Third-party links & platforms

Our Site may link to third-party websites or embed third-party forms and widgets. Those providers have their own privacy and cookie policies. We are not responsible for their practices—please review their policies before providing data.

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## 14) Children

Our services are not directed to children under 16, and we do not knowingly collect children's data.

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## **15) Changes to this policy**

We may update this Privacy Policy from time to time. We will post changes on this page and update the effective date. Please check back regularly.

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## **16) How to contact us**

Questions or requests about this Privacy Policy or your personal data:

**Nestive Ltd**

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

Phone: **01792 949113**

Postal address: **56 Saunders way, Swansea, SA2 8BA, UK**