

RADFORD HOUSE

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PRIVACY NOTICE

UK data protection · Version 1.1 · 21 September 2026

1. Who is responsible for your information?

The controller of personal information used for the Radford House business is Ben Radford. Contact:

hello@radfordhousedesign.co.uk; address: 105 High Street, Brentwood, Essex, CM14 4RR.

2. Information we may collect

This may include your name, contact details, address/postcode, enquiry and booking information, project brief, room photographs and videos, floor plans and measurements, design preferences, budget information, correspondence, appointment information, invoices/payment status and records needed for tax, accounting, insurance or dispute handling.

Radford House does not need to receive full payment-card details where payment is processed by Stripe.

3. Why we use it and lawful bases

Contract: to take steps you ask us to take before a contract, provide booked services, communicate about your project and administer payment.

Legal obligation: to keep records or provide information where the law requires it.

Legitimate interests: to run and protect the business, maintain appropriate records, prevent misuse, deal with complaints and improve services, where those interests are not overridden by your rights.

Consent: where we specifically ask for it, for example optional marketing or publication of identifiable project photographs where consent is the appropriate basis.

4. Who we may share information with

Information may be shared where necessary with service providers used to operate the business, such as website/hosting providers, Microsoft 365/Outlook, Stripe, appointment-booking services, cloud/file-storage providers, accountants or professional advisers. It may also be disclosed where required by law, to insurers in connection with a claim, or to another supplier where you ask or authorise us to do so. We do not sell personal information.

5. International transfers

Some technology providers may process information outside the UK. Where this occurs, Radford House will use providers

offering an applicable lawful transfer mechanism and safeguards as required by UK data-protection law.

6. How long we keep information

Project and business records will be kept only as long as reasonably necessary for the purposes described above, including legal, tax, accounting, insurance and dispute requirements. Routine enquiries that do not become projects may be deleted sooner. Marketing information based on consent will be retained until consent is withdrawn or it is no longer needed.

Retention practices will be reviewed periodically.

7. Security

Reasonable technical and organisational measures are used to protect personal information, including access controls, secure accounts and reputable service providers. No electronic system can be guaranteed completely secure.

8. Your rights

Depending on the circumstances, UK data-protection law may give you rights to access your personal information; correct inaccurate information; request deletion; restrict or object to certain processing; receive certain information in a portable form; and withdraw consent where processing is based on consent. These rights are subject to legal conditions and exceptions.

9. Complaints

Please contact Radford House first if you have a concern. You also have the right to complain to the UK Information Commissioner's Office (ICO).

10. Website, forms and cookies

If the Radford House website collects enquiry details, this privacy notice should be made easy to access at the point information is collected. If non-essential cookies or similar technologies are introduced, appropriate information and consent controls will be used where required.

11. Marketing

Marketing messages will only be sent where there is an appropriate lawful basis. Where consent is used, it can be withdrawn at any time by contacting Radford House or using any unsubscribe facility provided.

12. Changes to this notice

This notice will be reviewed and updated when business practices, service providers or legal requirements materially change. The current version date appears at the top of the document.

Business details

Radford House Design is the trading name of Ben Radford, a sole trader. Email: hello@radfordhousedesign.co.uk.

Business/service

address: 105 High Street, Brentwood, Essex, CM14 4RR.