

# Privacy Policy

Last updated: 10 October 2025

## 1. Introduction

Welcome to Parbold Hill (“we”, “our”, “us”). We are committed to protecting and respecting your privacy in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our website or contact us directly.

If you have any questions, please contact:

Email: [natalie@parboldhill.co.uk](mailto:natalie@parboldhill.co.uk)

Phone: 07415 197573

Data Controller: Natalie McGovern, Parbold Hill

## 2. Information We Collect

We may collect and process the following types of information:

- Personal Information: your name, email address, and phone number when you contact us via forms, email, or telephone.

## 3. How We Use Your Information

We use your personal data for the following purposes:

- To respond to your enquiries or provide services you request.
- To manage our business operations and communications.
- To improve our website, products, and services.
- To comply with legal and regulatory obligations.

We will not sell, rent, or share your information with third parties for marketing purposes.

## 4. Legal Basis for Processing

We process your personal data under the following legal bases:

- Consent – where you have given us permission (e.g., subscribing to a mailing list).
- Contract – when processing is necessary to provide a service you requested.
- Legal Obligation – when processing is required by law.
- Legitimate Interests – when processing helps us operate our business and does not override your rights.

## 5. How We Store and Protect Your Data

We take appropriate security measures to protect your personal data from unauthorised access, alteration, or disclosure. Data is stored on secure servers within the UK or the

European Economic Area (EEA). We will only keep your data for as long as necessary for the purposes it was collected, or as required by law.

## **6. Sharing Your Information**

We may share data with trusted third-party service providers who help us operate our website, business, or communications (e.g., email hosting). All such providers are bound by confidentiality and data protection agreements. We may also disclose your information if required by law or to protect our legal rights.

## **7. Your Data Protection Rights**

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Withdraw consent at any time (where applicable)
- Object to or restrict processing of your data
- Request data portability

To exercise your rights, please contact [natalie@parboldhill.co.uk](mailto:natalie@parboldhill.co.uk).

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): [www.ico.org.uk](http://www.ico.org.uk)

## **8. Links to Other Websites**

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of other sites. Please read their privacy policies before providing personal information.

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

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last updated" date.

## **10. Contact Us**

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact:

Natalie McGovern  
Email: [natalie@parboldhill.co.uk](mailto:natalie@parboldhill.co.uk)  
Phone: 07415 197573