



Privacy Notice

Solutions At Height – A Division of Shropshire Heating Solutions Ltd

Address: 6 The Courtyard, Lower Bayston, Bayston Hill, Shrewsbury, SY3 0AR

Tel: 07391 986715

Email: info@solutionsatheight.co.uk

Website: solutionsatheight.co.uk

Company Registration: 14561830

ICO Registration: ZB754684

Introduction

Solutions At Height takes data protection seriously. Our website will require some personal data at that time so that we can provide our clients with the information that they need. Throughout the process, we will require consent directly from all our clients, directly or indirectly.

Solutions At Height is a division of the registered company, Shropshire Heating Solutions Ltd and performs all of its work under this registered company. Our work is delivered by a team of IPAF & HETAS-certified professionals. With our expertise and experience, we provide top-quality property maintenance and repairs in Shropshire and surrounding areas, using our tracked compact spider lift.

The personal data processing shall always be in line with the UK General Data Protection Regulation (UK GDPR), and with the UK-specific legislation applicable to the company.

This Privacy Notice is to inform our clients why we collect and process data and data subjects' rights relating to the collection and processing of personal data.

What types of information do we have?

Solutions At Height will require information that is relevant to the service and products required to meet the client's needs and expectations, as we aim to deliver an efficient service to all clients.

Due to the number of services that we offer, the information may be required at different stages as we may need to return at a later date depending on the service choice or the location (if not identified at the initial assessment) or access issues/queries whereby a permit may be required.

Therefore, we will require the following through our website:

- Name,
- Email address,
- Phone number,
- Postcode,
- Details of the works to be carried out.

This information will allow us to start the process, as we would have to identify which service is required. We will always aim to provide a fair and respectable service regardless of whether you are a new or returning client.

Once we have confirmed what service is required then we may need further information, including:

- Payment details/method of payment
- Location of installation area,
- Any hazards in the area,
- Street permit,
- Difficulties in gaining access,
- Any current building adjustments or repairs.

How do we get the information and why do we have it

We receive information through:

- Website and email enquiries,
- Direct phone calls,
- Texts and WhatsApp messages.

Every so often, we may promote our services using:

- Recommendations,
- Facebook,
- Instagram
- Google.

Most of the information we process is provided to us directly from the client so that we can provide an effective and efficient service for our clients. Following discussions, all quotations and invoices will follow on acceptance. We also require the information for invoice purposes.

The information that you have given us needs to be accurate, therefore we may need to confirm that your information is correct. See Terms and Conditions for details.

Our Lawful Basis

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent.
- b) You can remove your consent at any time.
- c) We have a contractual obligation.
- d) We have a legal obligation.
- e) We have a legitimate interest.



All clients can and must contact Kendall Musgrave at any time should anything change.

We have a 'consumer duty' to all clients who have permitted us to provide a specific service at their request.

Our legitimate interest is based on our clients' need for our services for which we are accountable.

Your information will only be shared if:

- You provide us with written permission,
- It is for legal reasons.

What do we do with the information?

We use the information that we have from you to:

- proceed with our services,
- respond to emails or messages with questions/queries regarding our services,
- process your new or current enquiries,
- inform you of any changes to our services and pricing,
- provide invoice/receipt of any payments.

We may also use your information for advertising and online marketing purposes through Google Business, Facebook or Instagram. We must ask that you provide consent before your information is used, and you may withdraw at any time.

All client information remains with our internal team, no information is shared with any individuals or third parties without consent from the client. However, we do have a duty to share or give access to some or all of your information.

Sharing your information with third parties would consist of the following:

- Insurance company if required,
- Debt Collection Agencies,
- Any other legal authorities.

How we store your information

Solutions At Height's staff and client information will be stored within cloud-based CRM systems which are protected and accessed by the management team.

Solutions At Height stores client information on a server that is secure. However, if we do have paper documents they will be stored in a lockable cabinet.

Solutions At Height will keep your information for as long as the Regulators require us to do so especially if the information is required for legal purposes or any other investigations.

Client information will be stored for as long as they continue to use our services, should the clients no longer want to use our services then any financial information will be deleted within 7 years.

HMRC will require us to keep the financial information for that period on the condition the information has not been used in court or as part of any investigations. However, some of your

information may be deleted either as part of our Deletion Process or at your request at any time for whatever reason.

Solutions At Height's deletion process will allow us to delete certain information if we decide that it is not relevant to the company. However, we are cautious about deleting any information (subject to any issue or other investigations in the future).

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** – You can ask us for copies of your personal information.
- **Your right to rectification** – You can ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** – You can ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** – You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** – You have the right to object to the processing of your data in certain circumstances.
- **Your right to data portability** – You have the right to ask that we transfer the information you gave us to another organisation, or you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.



How to complain

Address: 6 The Courtyard, Lower Bayston, Bayston Hill, Shrewsbury, SY3 0AR

Tel: 07391 986715

Email: info@solutionsatheight.co.uk

Contact: Kendall Musgrave

NB: We would ask that you contact us first so we can address the issue or concerns so we can resolve it swiftly.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Solutions At Height may change this policy from time to time. This may be necessary, if the law changes, or if we change our business in a way that affects your personal information. This Privacy Notice was last updated on 29th December 2025

Version: 1.0

Next Review Date: December 2026