

MI Home Construction – Privacy Policy

Effective date: 25 April 2026

Please read this Privacy Policy carefully. It is designed to help you understand what personal information we collect, why we collect it, how we use it, how we keep it safe, and what rights you have in relation to your personal data.

This Privacy Policy applies to personal data collected through our website, **mihc.uk**, and through our communications with customers, prospective customers, suppliers, subcontractors, contractors, and other business contacts.

This Privacy Policy supplements any other privacy notice or fair processing notice that we may provide to you and is not intended to override them.

Who we are

MI Home Construction provides construction, building, renovation, refurbishment, maintenance, and related property services.

For the purposes of data protection law, **MI Home Construction** is the data controller responsible for your personal data. This means that we decide why and how your personal data is collected, used, stored, and protected.

Website: www.mihc.uk

Email: info@mich.uk

Our commitment to privacy

We respect your right to privacy and are committed to protecting your personal data.

We will:

- process your personal data lawfully, fairly, and transparently;
- only collect personal data where we have a valid reason to do so;
- only use your personal data for the purposes explained in this Privacy Policy;
- keep your personal data accurate and up to date where possible;
- keep your personal data secure;
- only retain your personal data for as long as necessary; and
- respect your rights under data protection law.

What is personal data?

Personal data is any information that identifies you, or could identify you, as an individual.

Examples include your name, postal address, email address, telephone number, IP address, payment information, enquiry details, and information about your property or project where that information can identify you.

Some types of personal data are considered more sensitive and are known as **special category personal data**. This may include information about your health, disability, racial or ethnic origin, religious beliefs, political opinions, trade union membership, biometric data, or sexual orientation.

We do not usually need to collect special category personal data. However, in limited circumstances, you may choose to provide us with relevant information, for example where accessibility, health, or safety considerations affect how we provide services at your property.

The types of personal data we collect

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

Identity data

This may include your first name, last name, title, and, where relevant, company name or trading name.

Contact data

This may include your postal address, site address, billing address, email address, and telephone number.

Enquiry and project data

This may include information you provide when making an enquiry, requesting a quote, booking a survey, asking for advice, or discussing a construction, renovation, maintenance, or building project.

This may include details about your property, project requirements, preferred dates, budget, planning or building control matters, photographs, drawings, plans, specifications, and correspondence.

Transaction and payment data

This may include details about payments to and from you, invoices, quotes, purchase orders, bank details, payment references, and records of services you have purchased from us.

Payment card information, where used, will usually be processed by a third-party payment processor and not stored directly by us.

Technical data

This may include your IP address, browser type and version, device type, operating system, time zone setting, location data derived from your IP address, and other technology information from devices you use to access our website.

Usage data

This may include information about how you use our website, including pages visited, time spent on pages, links clicked, referral source, and interaction with forms or website features.

Marketing and communications data

This may include your marketing preferences, communication preferences, records of whether you have opted in or opted out of marketing, and records of communications between you and us.

Supplier, subcontractor, and contractor data

Where you are a supplier, subcontractor, tradesperson, consultant, or business contact, we may collect your name, business name, contact details, role, qualifications, insurance details, accreditations, payment information, and records of work carried out.

Recruitment data

If you apply for work with us, we may collect your CV, employment history, qualifications, right-to-work information, references, interview notes, and other information relevant to your application.

Aggregated data

We may collect and use aggregated or statistical data, such as website analytics. Aggregated data does not directly identify you. However, if we combine aggregated data with personal data so that it can identify you, we will treat the combined data as personal data.

How we collect your personal data

We may collect personal data in the following ways.

Personal data you provide directly to us

You may give us personal data when you:

- contact us by phone, email, website form, social media, post, or in person;
- request a quote or estimate;
- book a consultation, survey, or site visit;
- instruct us to provide services;
- provide project information, drawings, photographs, specifications, or property details;
- pay for our services;
- subscribe to updates or marketing communications;
- give us feedback or leave a review;
- make a complaint;
- apply for a job or subcontracting opportunity; or
- otherwise communicate with us.

Personal data collected automatically

When you use our website, we may automatically collect technical and usage data using cookies, analytics tools, server logs, and similar technologies.

For more information, please see our [Cookie Policy](#).

Personal data from third parties

We may receive personal data from third parties, including:

- analytics providers, such as Google Analytics or similar tools;
 - advertising networks, where applicable;
 - search information providers;
 - payment processors;
 - professional advisers;
 - property owners, landlords, tenants, managing agents, architects, surveyors, engineers, planning consultants, building control officers, suppliers, subcontractors, or other people involved in a project;
 - review platforms;
 - social media platforms, where you interact with us through those platforms; and
 - public sources, such as Companies House, the Land Registry, or local authority planning portals, where relevant to a project or business relationship.
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Why we use your personal data

We may use your personal data for the following purposes:

- to respond to enquiries;
- to provide quotes, estimates, proposals, and project information;
- to arrange consultations, surveys, site visits, and meetings;
- to provide construction, renovation, refurbishment, maintenance, and related services;
- to manage contracts with customers, suppliers, subcontractors, and contractors;
- to process payments, invoices, refunds, and accounting records;
- to manage project administration, scheduling, procurement, and communications;
- to liaise with architects, engineers, surveyors, suppliers, subcontractors, building control, planning authorities, insurers, and professional advisers where relevant;
- to manage health and safety obligations;
- to deal with complaints, disputes, warranty matters, or aftercare;
- to maintain business records;
- to improve our website, services, customer experience, and business operations;
- to send service updates or administrative communications;
- to send marketing communications where permitted by law;
- to prevent fraud, protect our business, and keep our website secure;
- to comply with legal, regulatory, tax, accounting, and insurance obligations; and
- to establish, exercise, or defend legal claims.

Our lawful bases for processing personal data

Under UK data protection law, we must have a lawful basis for processing your personal data. We may rely on one or more of the following lawful bases.

Consent

We may process your personal data where you have given us consent.

This may apply, for example, where you have agreed to receive certain types of marketing communications or where non-essential cookies are used on our website.

You can withdraw your consent at any time by contacting us.

Contract

We may process your personal data where it is necessary to enter into or perform a contract with you.

This may apply where you request a quote, instruct us to carry out work, purchase services from us, or where we need to communicate with you about a project or service.

Legal obligation

We may process your personal data where we need to comply with a legal obligation.

This may include tax, accounting, health and safety, insurance, employment, consumer protection, regulatory, or legal reporting obligations.

Legitimate interests

We may process your personal data where it is necessary for our legitimate business interests, provided your rights and freedoms do not override those interests.

Our legitimate interests may include:

- running and managing our business;
- responding to enquiries and complaints;
- providing customer service;
- managing projects and customer relationships;
- improving our services and website;
- keeping records of communications and transactions;
- preventing fraud and maintaining security;
- recovering debts;
- managing supplier and subcontractor relationships;
- promoting our services to existing or prospective business contacts;
- reviewing customer satisfaction;
- protecting our legal rights; and
- dealing with business restructuring, sale, or reorganisation.

Marketing communications

We may use your personal data to send you information about our services where permitted by law.

You may receive marketing communications from us if you have requested information from us, used our services, or provided your details to us and have not opted out of receiving marketing.

We will obtain your consent where required by law.

You can opt out of marketing communications at any time by:

- clicking the unsubscribe link in any marketing email, where available; or

- contacting us using the details in this Privacy Policy.

Even if you opt out of marketing, we may still send you service-related or administrative communications, such as messages about an active project, quote, invoice, appointment, or contract.

Sharing your personal data

We may share your personal data where necessary and lawful with:

- our employees, workers, subcontractors, contractors, and consultants;
- suppliers and merchants involved in providing materials or services;
- architects, engineers, surveyors, planning consultants, building control officers, and other professional advisers involved in a project;
- payment processors and banks;
- accountants, bookkeepers, auditors, insurers, and legal advisers;
- IT, hosting, website, cloud storage, email, CRM, and software providers;
- analytics and advertising providers, where applicable;
- delivery and courier providers;
- debt recovery agencies, where necessary;
- local authorities, regulators, law enforcement agencies, courts, or government bodies where required by law;
- another business or prospective buyer if we sell, transfer, or reorganise all or part of our business; and
- any other third party where you have given consent or where we are legally permitted to do so.

We require third parties to respect the security of your personal data and to process it in accordance with the law.

We do not allow service providers to use your personal data for their own purposes. They may only process your personal data for specified purposes and in accordance with our instructions, unless they act as an independent controller under data protection law.

International transfers

We will generally store your personal data in the UK or the European Economic Area.

However, some of our service providers may process personal data outside the UK or EEA, for example where cloud, software, email, analytics, or support services are hosted internationally.

Where we transfer personal data outside the UK or EEA, we will ensure appropriate safeguards are in place in accordance with data protection law. This may include adequacy regulations, standard contractual clauses, international data transfer agreements, or other lawful transfer mechanisms.

Data security

We have put in place appropriate technical and organisational measures to protect your personal data from accidental loss, unauthorised access, misuse, alteration, or disclosure.

These measures may include:

- restricting access to personal data to those who need it for business purposes;
- using password protection and access controls;
- using secure systems and service providers;
- maintaining appropriate backups and security procedures;
- keeping business records secure;
- requiring confidentiality from staff, contractors, and service providers; and
- reviewing our security practices where appropriate.

However, transmission of information over the internet is not completely secure. You should take appropriate steps to protect your own information when using online services.

Data breaches

We have procedures in place to deal with suspected personal data breaches.

Where legally required, we will notify the Information Commissioner's Office and affected individuals of a personal data breach.

Third-party websites, plugins, and services

Our website may contain links to third-party websites, plugins, platforms, or services.

If you follow a link to a third-party website or use a third-party service, that third party may collect or process your personal data. We are not responsible for the privacy practices, content, or security of third-party websites or services.

You should read the privacy notices and cookie notices of any third-party websites or services you use.

Use by children

Our website and services are not directed at children under the age of 18.

We do not knowingly collect personal data from children. If we become aware that a child has provided personal data to us without appropriate parental or guardian consent, we will take reasonable steps to delete that information.

How long we keep your personal data

We will only keep your personal data for as long as reasonably necessary for the purposes for which it was collected.

This includes retaining data where necessary to satisfy legal, regulatory, tax, accounting, insurance, reporting, or contractual requirements.

To determine the appropriate retention period, we consider:

- the amount, nature, and sensitivity of the personal data;
- the purposes for which we process it;
- whether we can achieve those purposes in another way;
- the potential risk of harm from unauthorised use or disclosure;
- legal, regulatory, tax, accounting, and insurance requirements; and
- whether the data may be needed in connection with complaints, disputes, warranty issues, or legal claims.

We may retain personal data for a longer period where there is a complaint, dispute, ongoing project, insurance requirement, or potential legal claim.

Your data protection rights

Under data protection law, you have rights in relation to your personal data.

Your right to be informed

You have the right to be given clear, transparent, and accessible information about how we use your personal data. This Privacy Policy is intended to provide that information.

Your right of access

You have the right to ask us for a copy of the personal data we hold about you.

Your right to rectification

You have the right to ask us to correct inaccurate personal data or complete incomplete personal data.

Your right to erasure

You have the right to ask us to delete your personal data in certain circumstances.

We may not always be able to comply with an erasure request, for example where we need to keep data to comply with a legal obligation, perform a contract, or establish, exercise, or defend legal claims.

Your right to restrict processing

You have the right to ask us to restrict how we use your personal data in certain circumstances.

Your right to object

You have the right to object to our processing of your personal data in certain circumstances, including where we rely on legitimate interests or where we use your personal data for direct marketing.

Your right to data portability

You have the right to receive certain personal data in a structured, commonly used, and machine-readable format where the processing is based on consent or contract and carried out by automated means.

Your right to withdraw consent

Where we rely on consent to process your personal data, you have the right to withdraw that consent at any time.

Withdrawing consent will not affect the lawfulness of processing carried out before consent was withdrawn.

How to exercise your rights

To exercise your rights, please contact us using the details below:

MI Home Construction

Email: info@mihc.uk

Website: www.mihc.uk

You will not usually have to pay a fee to exercise your rights.

We may need to request information from you to confirm your identity before responding to your request.

We will usually respond within one calendar month. In some cases, where a request is complex or where you have made multiple requests, we may need more time. If so, we will let you know.

Complaints

If you have any concerns about how we use your personal data, please contact us first so that we can try to resolve your concern.

You also have the right to complain to the Information Commissioner's Office, the UK supervisory authority for data protection matters.

Information Commissioner's Office

Website: ico.org.uk

Telephone: **0303 123 1113**

Postal address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in law, regulatory guidance, our business, our website, or the way we process personal data.

Please check this page periodically to ensure you understand how we use your personal data.

Contact us

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

MI Home Construction

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

Website: [**www.mihc.uk**](http://www.mihc.uk)