



Privacy Policy

Last Updated: April 2025

This Privacy Policy describes how Hartfield House (“we”, “us”, or “our”) collects, uses, and protects your personal information when you visit our website or contact us through it. We are committed to ensuring that your privacy is protected and that we comply with all applicable data protection laws in the UK.

1. Who We Are

Hartfield House is a business centre and office block based in Ayr, Scotland. We provide office space, meeting rooms, and other related services to businesses and individuals.

2. Information We May Collect

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

- Contact Information: such as your name, email address, phone number, and company name when you complete a contact form or enquiry.
- Technical Data: including your IP address, browser type, operating system, and browsing behaviour when you use our website.
- Usage Data: such as the pages you visit, time spent on the site, and how you interact with our content.

3. How We Use Your Information

We use your information to:

- Respond to your enquiries or provide customer support.
- Manage and improve our website and services.
- Contact you with relevant information, if you have requested or consented to this.
- Comply with legal and regulatory obligations.

4. Legal Bases for Processing

We will only process your personal data when we have a lawful basis to do so. This may include:

- Your consent (e.g. when you submit an enquiry form).
- Performance of a contract (e.g. if you rent office space from us).
- Legal obligations (e.g. for tax or regulatory compliance).
- Legitimate interests (e.g. to improve our services or protect our business).

5. Sharing Your Data

We do not sell, rent, or trade your personal data. We may share your data with:

- Trusted third-party service providers who help us operate our website or provide services (e.g. IT support or hosting providers).
- Legal or regulatory authorities when required by law.

6. Data Security

We are committed to ensuring your data is secure. We have implemented appropriate technical and organisational measures to prevent unauthorised access, disclosure, alteration, or loss of your personal information.

7. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including any legal, accounting, or reporting obligations.

8. Your Rights

Under UK data protection laws, you have the right to:

- Access your personal data.
- Request correction of inaccurate data.
- Request erasure of your data (“right to be forgotten”).
- Object to or restrict certain types of processing.
- Withdraw your consent at any time, where applicable.
- Lodge a complaint with the Information Commissioner’s Office (ICO) if you are concerned about how your data is being handled.

9. We may update this Privacy Policy from time to time. The latest version will always be available on this page. Please check back periodically to stay informed.

10. Contact Us

If you have any questions about these Terms and Conditions, please contact us at:

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info@hartfieldhouse.com