

# Privacy Policy

**Last updated:** April 2026

## 1. Introduction

Welcome to Ingham Mitchell Cooling Limited, trading as IMC Solutions. We provide commercial and domestic air conditioning installation, maintenance, and repair services.

We are committed to protecting your personal data and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

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## 2. Information We Collect

We may collect and process the following data:

### a. Personal Information

- Name
- Address (including service location)
- Email address
- Phone number

### b. Service & Technical Information

- Property details (residential or commercial)
- Air conditioning system specifications
- Maintenance history and service records
- Details of faults, repairs, and installations

### c. Business Client Data (Commercial Customers)

- Company name
- Business address
- Contact person details

### d. Website Usage Data

- IP address
- Browser type and version
- Pages visited and interaction data

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### 3. How We Use Your Information

We use your information to:

- Respond to enquiries and provide quotes
- Carry out installation, servicing, and repairs
- Schedule appointments and manage projects
- Maintain service and maintenance records
- Issue invoices and process payments
- Comply with legal and regulatory obligations
- Improve our website and services

We will only send marketing communications if you have opted in.

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### 4. Legal Basis for Processing

We rely on the following legal bases:

- **Contract** – to deliver requested services
  - **Legal obligation** – for tax, safety, and regulatory compliance
  - **Legitimate interests** – to operate and improve our business
  - **Consent** – for marketing communications
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### 5. Sharing Your Information

We do not sell your data. We may share it with:

- Payment processors and accounting providers
- IT and website hosting providers
- Equipment suppliers and manufacturers (where relevant to your system)
- Subcontractors or engineers assisting with work
- Legal or regulatory authorities when required

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## **6. Data Retention**

We retain your data only as long as necessary, including:

- Service records for warranty and maintenance purposes
- Financial records for legal and tax requirements
- Health & safety compliance documentation

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## **7. Your Rights**

You have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw consent for marketing at any time

To exercise your rights, contact us at: [hello@imcsolutions.uk](mailto:hello@imcsolutions.uk)

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## **8. Cookies**

Our website may use cookies to:

- Improve website functionality
- Analyse visitor behaviour

You can manage cookie preferences through your browser settings.

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## **9. Data Security**

We implement appropriate technical and organisational measures to protect your data. However, no online system is completely secure.

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## **10. Third-Party Links**

Our website may include links to third-party websites. We are not responsible for their privacy policies.

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## **11. Changes to This Policy**

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated revision date.

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## **12. Contact Us**

IMC Solutions

Email: [hello@imcsolutions.uk](mailto:hello@imcsolutions.uk)

Phone: 07736 956891

Registered Address: Unit 123, John Wilson Business Park, Harvey Drive, Whitstable, Kent, CT5 3QY