

4. Privacy Policy

Effective 20 August 2026. This policy explains how One Call Response collects, uses, shares, retains and protects personal information.

1. Who We Are

One Call Response is a contractor-arrangement and job-management service based in Preston, Lancashire, England. Website: onecallresponse.co.uk.

2. Information We Collect

Depending on how you interact with us, we may collect names, contact details, addresses, job information, access information, payment-related information, communications, booking history, photographs/documents, business contact details, and contractor qualifications, registrations, insurance and payment information.

3. Where We Obtain Information

We may obtain information directly from you, your organisation, contractors, authorised representatives, publicly available business sources, website enquiries, telephone calls, emails and other communications.

4. Why We Use Personal Information

We use information to respond to enquiries, arrange jobs, match customers with contractors, communicate job information, process payments, manage contractor relationships, handle complaints, maintain records, prevent fraud, meet legal obligations, improve services, operate the website and conduct lawful marketing.

5. Lawful Bases

Depending on the activity, processing may be based on contract, legal obligation, legitimate interests or consent.

6. Sharing With Contractors

To arrange and complete a job we may share necessary information such as name, telephone number, site address, job details, access instructions, relevant photographs and safety information.

7. Payment Providers

Electronic payments may be processed by payment service providers. We do not intend to store complete card details ourselves unless lawfully required by our payment systems.

8. Marketing

We may contact businesses and business contacts about our services where legally permitted. Where personal data is used for direct marketing, applicable UK GDPR and PECR requirements will be followed and appropriate opt-out mechanisms provided where required.

9. Cookies

Our website may use cookies and similar technologies. Necessary cookies may be used for operation. Where non-essential cookies require consent, appropriate information and consent mechanisms will be provided.

10. Retention

We retain information only as long as reasonably necessary for the purposes collected, including legal, accounting, tax, contractual and dispute-resolution requirements. We securely delete or anonymise

information when no longer required.

11. Security

We take reasonable technical and organisational measures to protect personal information, including access controls, secure cloud services, device security and appropriate procedures.

12. Your Rights

Depending on the circumstances, you may have rights including access, rectification, erasure, restriction, portability, objection and rights relating to automated decision-making. These rights are not absolute.

13. Marketing Opt-Out

You may ask us to stop direct marketing at any time using the contact details available on our website or the opt-out mechanism in the communication.

14. Data Requests

To exercise data protection rights or ask questions, contact One Call Response through the contact details published on onecallresponse.co.uk. We may verify identity before releasing personal information.

15. Complaints

Contact us first if you have concerns. You may also complain to the Information Commissioner's Office (ICO).

16. Changes

We may update this Privacy Policy to reflect changes in services, technology, legal requirements or processing. The latest version will be published on our website.

17. Governing Framework

Personal information is handled in accordance with applicable UK data protection law, including the UK GDPR and Data Protection Act 2018, as applicable.

Operational note: One Call Response is intended to minimise unnecessary customer contact. The customer's initial call should normally contain the information required for the booking. Necessary contractor contact for access, attendance and technical matters, and One Call Response contact for administration, payment, complaints or feedback, may still occur.

Publication note: These documents should be reviewed by a qualified UK solicitor before final publication, particularly the domestic consumer cancellation provisions, liability wording, payment structure and contractor relationship.