

At JMS GENERAL SERVICES, we are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, and safeguard your data when you use our services or contact us.

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## 1. Who We Are

- 1.1 JMS General Services Ltd is the data controller responsible for your personal data.
- 1.2 Registered address: Amory House, 20 Carnegie St, Barnsbury Estate, London, N1 0UD, United Kingdom.
- 1.3 Contact us at: +44 7446 935556.

## 2. Information We Collect

- 2.1 We may collect the following personal information: your name, address, phone number, and email address.
- 2.2 We collect information you provide when making a booking, enquiring about our services, or communicating with us.
- 2.3 We do not collect sensitive personal data. Payment card details are handled exclusively by Stripe (see Section 5).

## 3. How We Use Your Information

- 3.1 To process and manage your bookings and service requests.
- 3.2 To communicate with you about appointments, confirmations, and follow-ups.
- 3.3 To send service-related notifications such as reminders or changes to your booking.
- 3.4 To facilitate payment processing securely through our payment provider.
- 3.5 To comply with any legal or regulatory obligations.
- 3.6 We will never use your data for unsolicited marketing without your explicit consent.

## 4. Legal Basis for Processing

- 4.1 We process your data on the basis of contract performance — to deliver the services you have requested.
- 4.2 Where applicable, we rely on your consent or our legitimate business interests, such as improving our service quality.
- 4.3 We may process your data to comply with a legal obligation.

## 5. Payment Processing & Stripe

- 5.1 We use Stripe to securely process payments. Stripe is a certified PCI DSS Level 1 payment processor.
- 5.2 We do not store, access, or retain your full card details on our own systems at any point.

5.3 For recurring services or where an initial and final charge applies (e.g. deposits), your payment method may be stored securely on Stripe's platform exclusively for that purpose.

5.4 Any payment data held by Stripe is governed by Stripe's own Privacy Policy, available at [stripe.com/privacy](https://stripe.com/privacy). We encourage you to review it.

5.5 We only store a reference token provided by Stripe to identify your payment method — never your raw card information.

## 6. Data Sharing

6.1 We do not sell, rent, or share your personal data with third parties for marketing purposes.

6.2 We may share data with trusted service providers (e.g. Stripe for payments) who assist in delivering our services, under strict confidentiality and data processing agreements.

6.3 We may disclose data if required by law or a regulatory authority.

## 7. Data Retention

7.1 We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy.

7.2 Booking and contact records are typically retained for up to 3 years unless a longer period is required by law.

7.3 Payment references linked to recurring or multi-stage billing are retained for the duration of the service agreement and deleted promptly upon completion.

7.4 Once data is no longer needed, it is securely deleted or anonymised.

## 8. Your Rights

8.1 You have the right to access the personal data we hold about you.

8.2 You may request that we correct inaccurate or incomplete data.

8.3 You may request deletion of your data, subject to any legal obligations we must fulfil.

8.4 You have the right to object to or restrict how we process your data.

8.5 To exercise any of these rights, please contact us directly using the details at the top of this document.

## 9. Cookies & Website

9.1 If you visit our website, we may use cookies or similar technologies to improve your experience.

9.2 You may adjust your browser settings to refuse cookies, though this may affect some site functionality.

## 10. Data Security

10.1 We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse.

10.2 Payments are encrypted and processed over secure HTTPS connections via Stripe.

10.3 While we strive to protect your information, no method of transmission over the internet is 100% secure.

## 11. Changes to This Policy

11.1 We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements.

11.2 The most current version will always be available on our website or upon request.

## 12. Contact & Complaints

12.1 For any questions or concerns about this Privacy Policy or how we handle your data, please contact us:

12.2 JMS General Services Ltd — Amory House, 20 Carnegie St, Barnsbury Estate, London, N1 0UD.  
Phone: +44 7446 935556.

12.3 You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).

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