WEBSITE PRIVACY NOTICE

1. About this notice

MPD FM Limited (company number 04632279) is committed to protecting the privacy and personal information of individuals who visit or interact with its website. This notice explains how the Company collects, uses, stores, protects and manages personal data obtained through website enquiries, communications and associated website operations, in accordance with applicable data protection legislation.

Privacy enquiries and requests may be sent to the Data Protection Lead / Compliance Department at info@mpdfm.com or through the Company's published contact channels.

2. Who and what the notice covers

This notice applies to visitors to the MPD FM website and individuals who submit the Contact Us form on behalf of a business or other organisation. The form is intended for company service enquiries; it is not an online recruitment, personnel or consumer account application. Personal data about employees, workers and applicants is addressed in the Employee, Worker and Applicant Privacy Notice. Wider customer and supplier contact processing is covered in the Customer, Supplier and Business Contact Privacy Notice.

The Contact Us form currently requests: title, first name, last name, work email address, telephone number, company name, company size, the service sought and the type of enquiry. Although entered in a business context, a named contact person's details remain personal data. Website hosting and security services may also process IP address, browser or device details, timestamps and necessary technical logs. MPD FM Limited's use of cookies and similar technologies, including their purposes, categories, retention periods and management of cookie preferences, is defined in the Company's Website Cookie Policy and Notice.

3. Sources, purposes and lawful bases

MPD FM receives enquiry information directly from the person completing the Contact Us form. It uses the submitted details to respond to the enquiry, discuss the requested services, prepare relevant information or quotations, and manage subsequent business communications. Hosting and security systems process limited technical information to operate and protect the website. Submitted enquiry information is not automatically treated as consent for unrelated marketing.

The principal UK GDPR lawful basis for responding to business enquiries and administering relevant business communications is legitimate interests, subject to a documented balancing assessment. A legal obligation applies where records must be retained or disclosed under law. Where a contract is with an individual, contract or pre-contract steps may be relevant, but they are not assumed for ordinary enquiries made on behalf of corporate organisations. Optional direct marketing is assessed separately under UK GDPR and PECR; where consent is relied on it must be freely given, specific, recorded and capable of withdrawal.

© Copyright 2026 MPD FM Limited.

4. Cookies and online technologies

MPD FM Limited's use of cookies and similar technologies, including their purposes, categories, retention periods and management of cookie preferences, is defined in the Company's Website Cookie Policy and Notice. Visitors can refer to that notice for information about cookie choices and how to manage their preferences.

5. Recipients and transfers

Enquiry information may be processed by authorised employees and appropriate website hosting, form-management, email, IT/security or CRM service providers to handle requests. It may be shared with professional advisers or authorities where lawful and necessary. MPD FM maintains appropriate processor contracts and data-sharing safeguards. Any restricted international transfers are assessed and supported by a valid UK transfer mechanism.

6. Retention and protection

Enquiry records are retained for the period necessary to respond to enquiries and manage relevant business relationships, complaints or legal requirements, in accordance with the Company's approved records-retention schedule. Technical logs are retained according to documented operational and security needs. Access is restricted to authorised personnel, and appropriate confidentiality and security controls apply.

7. Rights and complaints

People whose contact information is processed can exercise their rights under UK GDPR, subject to applicable conditions and exemptions. These include access, correction, erasure, restriction, objection, portability where applicable, and withdrawal of consent where consent is the lawful basis. Requests can be submitted to the Data Protection Lead / Compliance Department using the contact details above.

Data-protection complaints are acknowledged within 30 days, investigated and responded to without undue delay, with progress updates where appropriate. Individuals may also complain to the Information Commissioner's Office (ICO) at ico.org.uk.

8. External links and updates

The MPD FM Limited website may contain links to websites or online services operated by other organisations. Those organisations are responsible for their own processing of personal data, and visitors are encouraged to read their relevant privacy notices before providing information. MPD FM Limited reviews this Website Privacy Notice at least annually and sooner where material changes occur in website functionality, personal data processing, service providers or applicable data protection requirements. The current notice, including its version and issue date, is made available on the Company's website. Material changes affecting how personal data is used are communicated to individuals where required by law.

9. Privacy information at the point of enquiry

Information submitted through the Contact Us form is used to respond to business enquiries and related communications. This Website Privacy Notice explains that processing and the rights available to individuals. Any optional marketing communications are managed separately from the handling of an enquiry.

Approved by

Sharjeel Bhatti

CEO

© Copyright 2026 MPD FM Limited.