

Last updated: 11/08/2026

Under pressure respects your privacy and is committed to protecting your personal information. This policy explains what information we collect, how we use it, and your rights regarding your data.

Information We Collect

We may collect the following information when you request a quote, make a booking, complete a form, or contact us:

- Your name, address, telephone number, and email address.
- Vehicle information, including its make, model, registration number, condition, and location.
- Booking, service, and payment information.
- Photographs or videos of the vehicle taken before, during, or after the service.
- Messages, enquiries, feedback, and other information you provide.

Payment details may be processed securely by a third-party payment provider. We do not store complete card details unless explicitly stated.

How We Use Your Information

We may use your information to:

- Provide quotations, confirm bookings, and deliver detailing services.
- Contact you about your appointment or respond to enquiries.
- Process payments, deposits, cancellations, and refunds.
- Maintain business, tax, and accounting records.
- Document the vehicle's condition and manage complaints or disputes.
- Improve our services and customer experience.
- Send marketing communications where you have consented to receive them.
- Meet our legal and regulatory obligations.

Our Lawful Basis

We process your information where it is necessary to fulfil a contract with you, comply with a legal obligation, pursue our legitimate business interests, or where you have provided consent.

You may withdraw your consent to marketing communications at any time.

Photographs and Videos

We may take photographs or videos to document the vehicle's condition and the work completed. We will obtain your consent before using identifiable images of your vehicle for advertising, social media, or promotional purposes.

You may withdraw permission for future promotional use by contacting us. This may not affect content already lawfully published or shared.

Sharing Your Information

We do not sell or rent your personal information. We may share it only with trusted service providers where necessary, such as payment processors, booking platforms, accountants, insurers, or IT providers, and when required by law.

These parties should only use your information for the agreed purpose and must protect it appropriately.

Data Security and Retention

We take reasonable measures to protect your information against unauthorised access, loss, misuse, or disclosure.

We retain personal information only for as long as necessary to provide our services, maintain required records, resolve disputes, and comply with legal obligations. When it is no longer required, it will be securely deleted or anonymised.

Your Rights

Subject to applicable data-protection law, you may have the right to:

- Request access to your personal information.
- Ask us to correct inaccurate or incomplete information.
- Request deletion or restriction of your information.
- Object to certain uses of your information.
- Request a portable copy of your information.
- Withdraw consent where processing relies on consent.
- Complain to the Information Commissioner's Office.

Some rights may be limited where we must retain information for legal, contractual, or legitimate business reasons.

Cookies and Website Data

If our website uses cookies or analytics, these may collect technical information such as your device type, browser, IP address, and website activity. Where required, you will be asked for consent before non-essential cookies are used.

Contact Us

For questions about this policy or to exercise your data rights, contact:

Business: Under Pressure

Owner or data contact: E.Webber

Email: underpressure-cleaning@outlook.com

Telephone: 07903531958