ORIMAE PRIVACY POLICY

Version: 1.0
Effective from: 2 October 2026

1. About this Privacy Policy

ORIMAE respects your privacy and takes the protection of personal information seriously.

This Privacy Policy explains how **ORIMAE Ltd** collects, uses, stores and shares personal information when you:

- visit our website;
- contact us about our services;
- request a quotation;
- make or manage a booking;
- become an ORIMAE customer;
- receive services through ORIMAE;
- subscribe to our newsletter or marketing communications;
- make a complaint or enquiry;
- interact with us in another business capacity; or
- are otherwise connected with a property or service that we manage.

It also explains your rights under UK data-protection law.

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2. Who we are

ORIMAE Ltd is the data controller for the personal information described in this Privacy Policy unless we tell you otherwise.

Our details are:

ORIMAE Ltd
Company number: **17476309**

Registered office:
71–75 Shelton Street
Covent Garden
London
WC2H 9JQ
United Kingdom

Email: hello@orimae.com
Telephone: 07434 000 052
Website: www.orimae.com

When this Policy refers to **"ORIMAE", "we", "us" or "our"**, it means ORIMAE Ltd.

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3. The personal information we collect

The information we collect depends on your relationship with ORIMAE and the services you use.

It may include:

Contact information

Such as:

- name;
- postal address;
- service address;
- email address;
- telephone number; and
- preferred method of contact.

Booking and service information

Such as:

- services requested;
- quotation details;
- booking dates and times;
- frequency of service;
- property type;
- service instructions;
- preferences;

- previous services;
- professional allocated to your service; and
- communications relating to your booking.

Property and access information

Where required to provide a service, this may include:

- property address;
- access instructions;
- key arrangements;
- key-safe details;
- alarm or access codes;
- smart-lock information;
- concierge or reception arrangements;
- information about pets;
- parking information; and
- information relevant to safe access to the property.

We recognise that access information can be particularly sensitive from a security perspective and take additional care when handling it.

Payment and transaction information

This may include:

- amounts charged;
- invoice information;
- payment status;
- transaction references;
- refunds;
- payment history; and
- limited information supplied by our payment providers.

ORIMAE does not normally need to store complete payment-card details itself where payment is processed through an authorised third-party payment provider.

Communications

We may retain communications exchanged with you, including:

- emails;
- website enquiries;
- contact-form submissions;
- booking messages;
- complaints;
- feedback;
- telephone notes; and
- service-related correspondence.

Service records

These may include:

- visit records;
- arrival or completion information;
- service notes;
- reported issues;
- property-check reports;
- photographs where appropriate;
- damage or incident reports;
- complaints; and
- actions taken following a service concern.

Health and safety information

You may sometimes provide information relevant to the safety of a service, such as:

- allergies or sensitivities;
- information about an infectious illness;
- accessibility requirements;
- hazards at the property; or
- other information needed to enable a service to be carried out safely.

We do not seek medical information unless it is reasonably necessary.

Where information constitutes special-category personal data, we will only process it where we have an appropriate lawful basis and an additional condition under data-protection law.

Marketing information

This may include:

- whether you have subscribed to our newsletter;
- your marketing preferences;
- the date and method by which you subscribed;
- unsubscribe requests; and
- information about communications we have sent.

Website and technical information

When you use our website, technical information may be collected automatically, including:

- IP address;
- browser type;
- device information;
- pages visited;
- approximate location derived from technical data;
- referral source; and
- cookie or analytics information.

Further information about cookies is provided in our Cookie Policy.

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4. How we obtain your information

We usually obtain information directly from you when you:

- complete a form;
- telephone or email us;
- request a quotation;
- book a service;
- provide access information;
- make a payment;
- subscribe to our newsletter;

- make a complaint; or
- otherwise communicate with ORIMAE.

We may also receive information from:

- another member of your household;
- a person authorised to arrange services on your behalf;
- landlords, property owners or managing agents;
- tradespeople or other service providers;
- professionals providing services through ORIMAE;
- payment providers;
- our website and technology systems; or
- publicly available sources where appropriate.

Where someone provides information about another person, they should ensure they are authorised to do so where necessary.

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5. Why we use personal information

We may use personal information to:

- respond to enquiries;
- prepare quotations;
- establish and manage customer accounts;
- arrange and confirm bookings;
- allocate appropriate professionals;
- provide agreed services;
- provide professionals with information required to carry out a service;
- manage keys and property access;
- communicate about appointments;
- manage changes and cancellations;
- issue invoices;
- collect and administer payments;
- maintain service and accounting records;

- respond to customer-service issues;
- investigate complaints;
- investigate damage, accidents or incidents;
- manage insurance matters;
- protect customers, professionals and properties;
- manage health and safety;
- prevent fraud or misuse of our services;
- comply with legal and regulatory obligations;
- establish, exercise or defend legal claims;
- improve our services and business operations; and
- send marketing where permitted by law.

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6. Our lawful bases

UK data-protection law requires us to have a lawful basis for using personal information.

Depending on the circumstances, ORIMAE relies on the following bases.

Contract

We process information where it is necessary to:

- take steps at your request before entering into a contract; or
- perform our contract with you.

This includes quotations, bookings, scheduling, service delivery, payment administration and customer communications.

Legal obligation

We process information where necessary to comply with legal obligations, including certain:

- accounting;
- tax;
- regulatory;
- consumer-law; and
- record-keeping requirements.

Legitimate interests

We may process information where necessary for our legitimate business interests and where those interests are not overridden by your rights and interests.

Our legitimate interests may include:

- operating and improving ORIMAE;
- managing our services efficiently;
- ensuring continuity of service;
- protecting customers and professionals;
- protecting property and security;
- maintaining records of services delivered;
- preventing misuse or fraud;
- investigating complaints and incidents;
- establishing or defending legal claims; and
- protecting ORIMAE's legitimate commercial interests.

Where required, we consider the impact of this processing on the people concerned.

Consent

We rely on consent where appropriate, including for certain marketing communications and where the law requires consent.

Where processing is based on consent, you may withdraw that consent at any time.

Withdrawal does not affect processing that was lawful before consent was withdrawn.

Special-category information

If it is necessary to process special-category information, such as particular health information, we will only do so where an appropriate condition under data-protection law applies.

Depending on the circumstances, this may include your explicit consent or another condition permitted by law.

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7. CleanFlo

ORIMAE currently uses **CleanFlo**, operated by **WhealBit**, as part of our service-management systems.

CleanFlo may be used to manage information including:

- customers;
- properties;

- bookings;
- recurring services;
- professional assignments;
- service records;
- invoices;
- photographs;
- health and safety information;
- keys;
- access arrangements; and
- access codes.

For personal information that ORIMAE enters into CleanFlo about our customers and professionals, **ORIMAE acts as the data controller and CleanFlo/WhealBit acts as a data processor on our behalf**.

We remain responsible for deciding why customer information is used and what information is required for ORIMAE's services.

CleanFlo states that its main database is hosted in **Ireland** and that data is encrypted both at rest and in transit.

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8. Keys, alarm codes and other access information

ORIMAE may need to hold property-access information where you ask us to enter a property when you are not present.

This may include: