

PRIVACY POLICY, COOKIE POLICY & TERMS OF USE

UK GDPR Compliant Template — Last updated: 15 June 2026

Prepared for Oakfields Living

Business name	Oakfields Living
Email address	paul@oakfieldsliving.co.uk
Website	oakfieldsliving.co.uk

Part 1 — Privacy Policy

1. Who We Are

Oakfields Living ("we", "our", "us") is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use and protect your personal information when you visit our website or interact with our services.

If you have any questions regarding this policy, please contact:

Email: paul@oakfieldsliving.co.uk

Website: oakfieldsliving.co.uk

2. What Information We Collect

We may collect and process the following information:

- Name
- Email address
- Telephone number
- Business information
- Information submitted through contact forms
- Information provided when downloading resources
- Information provided when booking appointments
- Website usage data and analytics
- Marketing preferences

3. How We Use Your Information

We may use your information to:

- Respond to enquiries
- Deliver products and services
- Provide requested information
- Send resources you have requested
- Manage appointments and bookings
- Improve our website and customer experience
- Send marketing communications where consent has been provided
- Comply with legal and regulatory obligations

4. Legal Basis for Processing

We process personal data under one or more of the following legal bases:

Consent

Where you have given permission for us to contact you.

Contract

Where processing is necessary to provide a service or fulfil an agreement.

Legal Obligation

Where we are required to process information to comply with legal requirements.

Legitimate Interests

Where processing is necessary for the legitimate operation and improvement of our business.

5. Marketing Communications

If you choose to receive marketing communications from us, we may occasionally send emails containing updates, resources, promotions or relevant information.

You can unsubscribe at any time using the link included in our emails or by contacting us directly.

6. Sharing Your Information

We do not sell personal information.

We may share information with trusted third-party service providers who help us operate our business, including:

- Website hosting providers
- CRM systems
- Email marketing platforms
- Analytics providers
- Appointment booking systems
- Payment processors
- Cloud storage providers

All third-party providers are expected to process information securely and in accordance with applicable data protection laws.

7. Data Storage and Security

We take reasonable technical and organisational measures to protect personal information from unauthorised access, misuse, disclosure or loss.

While we take security seriously, no method of online transmission or storage can be guaranteed to be completely secure.

8. How Long We Keep Information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, accounting or reporting requirements.

When information is no longer required, it will be securely deleted or anonymised.

9. Your Rights

Under UK data protection legislation, you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Withdraw consent at any time
- Request a copy of your personal data

To exercise any of these rights, please contact us using the details provided above.

10. Data Protection Complaints

If you have concerns about how we process your personal information, please contact us at **paul@oakfieldsliving.co.uk**. We will acknowledge your complaint and investigate it promptly.

If you remain dissatisfied, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). Website: <https://www.ico.org.uk>

Part 2 — Cookie Policy

11. What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function correctly, improve performance and provide insights into how visitors use a site.

12. Types of Cookies We Use

Essential Cookies

These cookies are necessary for the website to function correctly and cannot usually be disabled.

- Security cookies
- Login and authentication cookies
- Session cookies

Analytics Cookies

These cookies help us understand how visitors use our website so we can improve our services.

- Google Analytics
- Microsoft Clarity
- Other website performance tools

Marketing Cookies

These cookies may be used to track visitors across websites and display relevant advertising. Where required by law, consent will be requested before these are placed on your device.

- Facebook Pixel
- LinkedIn Insight Tag
- Google Ads Tracking

13. Managing Cookies

You can manage or disable cookies through your browser settings.

Please note that disabling certain cookies may affect the functionality of this website.

Part 3 — Website Terms of Use

14. Acceptance of Terms

By using this website, you agree to these Terms of Use. If you do not agree with these terms, please discontinue use of the website.

15. Website Content

All content published on this website, including text, graphics, logos, images, downloads and other materials, remains the property of **Oakfields Living** unless otherwise stated.

Content may not be copied, reproduced or distributed without prior written permission.

16. Accuracy of Information

Whilst we aim to keep information accurate and up to date, we make no warranties regarding the completeness, reliability or accuracy of any information published on this website.

Any reliance placed on information found on this website is at your own risk.

17. External Links

This website may contain links to external websites. We have no control over the content, privacy practices or availability of third-party websites and accept no responsibility for them.

18. Limitation of Liability

To the fullest extent permitted by law, **Oakfields Living** shall not be liable for any direct, indirect or consequential loss arising from the use of this website or reliance upon its contents.

19. Intellectual Property

All branding, logos, graphics, text, downloads and materials remain the intellectual property of **Oakfields Living** unless otherwise stated.

20. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

21. Contact

If you have any questions regarding this Privacy Policy, Cookie Policy or Terms of Use, please contact:

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