

Privacy Policy

Last updated: 9th September 2026

Who we are

Intelligent Home Systems Ltd ("IHS", "we", "us") is a technology consultancy registered in Scotland, company number SC232306, with a registered office at Tarkwa, 3 Broomfield Road, Montrose, Angus, DD10 8SZ. We are the data controller for the personal information described in this policy.

If you have any questions about this policy or how we handle your information, contact us at info@intelligenthomesystems.co.uk or 07834 896046.

What information we collect

We collect information in the following ways:

- Contact form - when you use the Get in Touch form on our website, we collect your name, email address, telephone number, project type, and any message you include.
- Direct correspondence - if you email or call us, we hold the information you provide in that correspondence, including your contact details and the content of the enquiry.
- CPD registrations - if you register for a Lunch and Learn or CPD session, registration is handled through Eventbrite, and we receive your name, email address and, where provided, your practice name.
- Website usage data - we use Google Analytics to understand how visitors use our website. This may include your IP address, browser type, pages visited and time spent on the site, typically collected via cookies.

How we use your information

We use the information we collect to:

- Respond to enquiries made through the website, by email or by phone
- Arrange and manage CPD sessions you've registered for
- Understand how our website is used, so we can improve it
- Meet our legal and accounting obligations

We do not sell or rent your personal information to third parties, and we do not use it for automated decision-making.

Our legal basis for processing

We rely on the following legal bases under UK GDPR:

- Legitimate interests - to respond to enquiries and manage our business relationships, in a way that respects your rights and expectations.
- Consent - for non-essential cookies, such as those used by Google Analytics. You can withdraw consent at any time via the cookie banner.
- Contract - where processing is necessary to deliver a service you've asked us to provide, such as a CPD session.

Who we share information with

We share limited information with the following third parties, solely to deliver the services above:

- Eventbrite - to manage CPD/Lunch and Learn registrations
- Google Analytics - to understand website usage (data may be processed outside the UK/EEA; Google's standard contractual safeguards apply)
- Toolkit Websites - our website developer and hosting provider, who processes data on our behalf to keep the site running
- Our accountants, where necessary for financial and legal compliance

We do not share your information with any other third party without your consent, unless required by law.

How long we keep your information

We only keep your personal information for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements.

- General enquiries and correspondence: Retained for up to 2 years from our last communication with you.
- CPD and event registrations: Retained for 3 years following the date of the event.
- Client project and financial records: Retained for 6 years after the end of the financial year to comply with our statutory tax obligations.
- Website analytics data: Retained for 14 months via Google Analytics.

Your rights

Under UK GDPR, you have the right to:

- Access the personal information we hold about you
- Ask us to correct inaccurate information
- Ask us to delete your information, in certain circumstances
- Object to or restrict how we use your information
- Ask for your information in a portable format
- Withdraw consent at any time, where we rely on consent

To exercise any of these rights, contact us at info@intelligenthomesystems.co.uk. If you're not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk.

Cookies

Our website uses cookies, primarily for Google Analytics.

Security

We take reasonable technical and organisational steps to protect your information against unauthorised access, loss or misuse. No method of transmission over the internet is completely secure, but we work to protect your information appropriately.

Changes to this policy

We may update this policy from time to time. The "last updated" date at the top of this page will reflect the most recent changes.

Contact us

Intelligent Home Systems Ltd Tarkwa, 3 Broomfield Road, Montrose, Angus, DD10 8SZ
info@intelligenthomesystems.co.uk 07834 896046