

Privacy & Cookie Policy

Effective Date: August 2026

At **Luxtra London**, we are committed to protecting your privacy and ensuring your personal information is handled responsibly. This Privacy & Cookie Policy explains what information we collect, how we use it and your rights regarding your personal data.

Information We Collect

When you contact us through our website, we may collect the following information:

- Full name
- Address (if provided)
- Email address
- Telephone number (if provided)
- Details of your enquiry

We only collect the information you choose to provide.

How We Use Your Information

We use your personal information to:

- Respond to your enquiries
- Provide information about our collections or services when requested
- Improve our customer service
- Maintain the security and functionality of our website

We will never sell or rent your personal information to third parties

Legal Basis for Processing

We process your personal information where it is necessary to:

- Respond to your enquiry prior to entering into a contract
- Comply with our legal obligations
- Pursue our legitimate interests in providing customer support and operating our business

How We Protect Your Information

We take appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, misuse or disclosure.

How Long We Keep Your Information

We only retain your personal information for as long as necessary to deal with your enquiry or to comply with legal and regulatory obligations.

Cookies

Our website uses cookies to help provide a smooth browsing experience and to improve the performance of our website.

Cookies are small text files stored on your device when you visit a website.

We may use:

- Essential cookies required for the operation and security of the website
- Functional cookies that help improve your browsing experience
- Security services such as Google reCAPTCHA to help protect our contact forms from spam and abuse

If optional analytics or marketing cookies are introduced in the future, you will be given the opportunity to manage your cookie preferences where required.

Most web browsers allow you to control or delete cookies through your browser settings.

Third-Party Services

Our website may use trusted third-party services to help operate the website, including spam protection and website hosting. These providers process information only where necessary to deliver their services and are expected to protect your information appropriately.

Your Rights

You have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information where appropriate
- Restrict or object to certain processing activities
- Lodge a complaint with the Information Commissioner's Office (ICO) if you believe your information has been handled unlawfully

Contact Us

If you have any questions about this Privacy & Cookie Policy or how we process your personal information, please contact us using the contact form on our website.

Updates to This Policy

We may update this Privacy & Cookie Policy from time to time to reflect changes in legislation, technology or our business. Any updates will be published on this page with the revised effective date.