

Privacy Policy



Effective date: 1 July 2025

At **Urban Core Limited** ("we", "our", "us"), we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, and protect your information when you interact with our website, products, and services.

1. Information We Collect

We may collect personal information when you:

- Contact us through our website, phone, or email
- Request a quote or place an order
- Sign up to our email updates or follow us on social media
- Provide feedback or interact with our team

This information may include:

- Your name, business name, and contact details
- Delivery or billing address
- Project or order details
- Any other information you choose to share with us

We may also collect non-identifiable information such as your browser type, IP address, and pages you visit on our site (via cookies and analytics tools).

2. How We Use Your Information

We use your information to:

- Process and deliver your orders
 - Provide quotes and respond to enquiries
 - Communicate with you about your account, order status, or service updates
 - Send you relevant marketing or industry updates (if you've opted in)
 - Improve our products, services, and website
 - Meet any legal or regulatory requirements
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3. Sharing Your Information

We do not sell your personal information.

We may share it with trusted third parties who help us operate our business, including:

- Freight and logistics companies for order delivery
- IT and website service providers
- Professional advisers (accountants, lawyers)
- As required by law or to protect our legal rights

All third parties we work with are required to handle your data securely and only use it for the purposes we've agreed.

4. Cookies & Website Analytics

Our website uses cookies to help us understand visitor behaviour and improve your online experience. Cookies are small files stored on your device. You can disable cookies in your browser settings, but some parts of our website may not work as intended.

We also use website analytics tools (such as Google Analytics) to collect anonymised data about site traffic and usage patterns.

5. Storing & Protecting Your Information

We take reasonable steps to keep your personal information secure from loss, misuse, or unauthorised access. Your information is stored in secure systems with restricted access.

6. Accessing & Updating Your Information

You have the right to access the personal information we hold about you and to request corrections. To do so, please contact us at:

 **Email:** urbancorenz@gmail.com

 **Phone:** 0275004820

7. Marketing Communications

If you have opted in to receive marketing communications from us, you can unsubscribe at any time by clicking the unsubscribe link in our emails or contacting us directly.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date.

9. Contact Us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact us:

Urban Core Limited

 Email: urbancorenz@gmail.com

 Phone: 0275004820