

FM Doctor.

Privacy & Data Note

Version: 1.5

Who we are

FM Doctor is the trading name of Craig Bromyard, a sole trader providing advisory and document-based services relating to facilities management, health & safety, digital improvement, and AI readiness.

Contact: hello@fmdoctor.co.uk

What personal data we process

We only process personal data necessary to deliver our services or meet legal obligations. This may include:

- names, job titles, organisations, and contact details;
- project communications, files, and materials you provide;
- deliverables and working documents;
- invoicing and payment records.

Please do not send special-category personal data (such as medical or biometric information) unless explicitly agreed in writing.

Why we process personal data (lawful basis)

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

- Contract – to scope, deliver, and support the services you request (including via platforms such as Fiverr);
- Legal obligation – to meet tax, accounting, and regulatory requirements;
- Legitimate interests – to operate the business, manage records, and handle queries or disputes proportionately.

How long we keep data

- Project files and communications are retained for up to 12 months after completion unless needed for support, disputes, or legal reasons.

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- Financial and tax records are retained for longer periods where legally required (typically up to 6 years).

You may request earlier deletion of non-essential working files once delivery is complete.

How data is protected

Appropriate technical and organisational security measures are in place to protect personal data against unauthorised access, loss, or misuse.

Sharing and transfers

We do not sell personal data. Data is shared only where necessary to deliver services or meet legal obligations, and may be processed using third-party services, some of which operate outside the UK, with appropriate safeguards in place.

Your rights

You have rights under UK GDPR, including the right to access, correct, or delete your personal data, and to object to or restrict processing where applicable.

Requests can be made using the contact details above. We aim to respond within one month.

Complaints

If you have concerns about how your personal data is handled, please contact us first. You also have the right to complain to the UK Information Commissioner's Office (ICO).

Note: This document is provided for transparency. More detailed information about data handling and security is available on request.