Privacy Policy

Last updated: November 2026

1. Introduction

At Nomadic Washrooms Group, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, request a quotation, purchase a product or make a booking with us.

We handle your information responsibly and in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations (PECR), as amended.

2. Who we are

Nomadic Washrooms Group encompasses our washroom hire, bespoke manufacturing and associated product businesses, including our Shepherds Huts, Shepherd's Stalls and toiletry range.

The relevant company within Nomadic Washrooms Group responsible for your enquiry, booking or purchase acts as the data controller for your personal information.

Business name: Nomadic Washrooms Group

Legal company names: Nomadic Washrooms Ltd

Registered office: Oaklands, Forden, Welshpool, Powys, United Kingdom, SY21 8NA

Email: info@nomadicwashrooms.co.uk

Telephone: 01938 580057

For any questions about this Privacy Policy or how we use your information, please contact us using the details above.

3. What information we collect

We may collect and process the following types of personal information:

- Your name and contact details, including email address and telephone number.
- Business or company details, where applicable.
- Event details, including venue addresses, event dates and delivery or collection requirements.
- Information provided when requesting a quotation, placing an order or making a booking.
- Payment and invoicing information.
- Correspondence and communications you have with our team.
- Marketing preferences.
- Technical information relating to your use of our website, which may include your IP address, browser type, device information and information collected through cookies and similar technologies.

Information may be provided directly by you, by an event organiser, wedding planner, venue or other business contact acting on your behalf, or collected through your use of our website.

We aim to collect only the information necessary to provide our services and operate our business.

4. How we use your information

We may use your personal information to:

- Respond to enquiries and quotation requests.
- Process and manage bookings for our luxury washrooms and associated facilities.
- Manage enquiries and orders relating to bespoke Shepherds Huts, Shepherd's Stalls and our toiletry range.
- Arrange deliveries, collections and installations.
- Communicate with customers, event organisers, wedding planners, venues and suppliers.

- Process payments and manage invoices.
- Provide customer support and respond to feedback.
- Improve our website, products, services and customer experience.
- Send occasional marketing communications about our products, services, news and developments in accordance with your marketing preferences and applicable legislation.
- Meet our legal, accounting and regulatory obligations.

Where information is required to fulfil a booking, order or contractual agreement, we may be unable to provide the requested products or services if that information is not supplied.

5. Our lawful basis for using your information

Under UK GDPR, we must have a lawful reason for using your personal information.

Depending on the circumstances, we rely on the following lawful bases:

Contract: Where we need your information to provide a quotation at your request, manage a booking or order, or fulfil our contractual agreement with you.

Legitimate interests: Where we use information for reasonable business purposes, such as managing customer and supplier relationships, responding to business enquiries, improving our services and undertaking appropriate marketing activities, provided our interests do not override your rights and freedoms.

Legal obligation: Where we need to retain or provide information to comply with legal, tax, accounting or regulatory requirements.

Consent: Where you have specifically agreed to receive marketing communications or where consent is required for the use of website cookies and similar technologies.

Where we rely on your consent, you may withdraw it at any time.

6. Sharing your information

We do not sell or rent your personal information to third parties.

We may share relevant information with third parties where necessary to operate our business and provide our products and services. These may include:

- Other companies within Nomadic Washrooms Group, where necessary to manage your enquiry, booking or order.
- Payment processing providers, including Stripe.
- Accounting software providers, including Xero.
- Banks, accountants and professional advisers.
- Email marketing platforms, including Constant Contact.
- Website hosting, analytics and IT service providers.
- Delivery, installation or operational partners where necessary to fulfil a booking or order.
- Regulatory authorities or government bodies where we are legally required to do so.

We aim to share only the information necessary for the relevant purpose and require service providers processing personal information on our behalf to handle it in accordance with applicable data protection legislation.

International data transfers

Some of our third-party software and service providers may store or process personal information outside the United Kingdom.

Where international transfers take place, we are required to ensure that appropriate safeguards are in place in accordance with UK data protection legislation. These may include recognised adequacy regulations or approved contractual safeguards.

Further information about relevant international transfers and safeguards can be requested by contacting us.

7. How long we keep your information

We retain personal information for as long as necessary for the purposes for which it was collected.

The length of time we retain information depends on its nature, the services provided, our ongoing relationship with you and any applicable legal, accounting or regulatory requirements.

For example:

- Enquiry and quotation information may be retained to manage enquiries and relevant follow-up communications.
- Booking and customer records may be retained for contractual, operational and legal purposes.
- Financial information, invoices and transaction records are retained in accordance with applicable tax and accounting requirements.
- Marketing information may be retained while we have a lawful basis to contact you.
- Limited information may be retained following an unsubscribe request to ensure your marketing preferences continue to be respected.

When personal information is no longer required, our policy is to securely delete, anonymise or dispose of it, subject to any applicable legal retention requirements.

8. How we protect your information

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

Access to personal information should be limited to those who require it for legitimate business purposes.

We use third-party software and service providers to support areas of our business, including accounting, payment processing, customer communications and marketing.

However, no method of transmitting or storing information electronically is completely secure, and we cannot guarantee absolute security.

9. Cookies and website usage

Our website may use cookies and similar technologies to support its functionality, understand how visitors use the website and improve the browsing experience.

Cookies may be used for purposes including:

- Supporting essential website functionality.
- Remembering website preferences.
- Understanding website traffic and visitor behaviour.
- Measuring the performance of marketing and advertising campaigns.

- Delivering relevant advertising.

Where consent is required for cookies or similar technologies, it must be obtained before those technologies are used.

You can manage your cookie preferences through our website's cookie settings, where available. You can also manage or disable cookies through your browser settings, although this may affect certain website features.

We will provide further information about the cookies and similar technologies used on our website through our cookie information and preferences facility.

10. Your data protection rights

Under UK data protection law, you have a number of rights in relation to your personal information. Depending on the circumstances, these include the right to:

- Request access to the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Request the deletion of your personal information in certain circumstances.
- Ask us to restrict how we use your information.
- Object to certain uses of your personal information.
- Object to the use of your personal information for direct marketing at any time.
- Request the transfer of your information to another organisation, where applicable.
- Withdraw consent where we rely on consent to process your information.

To exercise any of these rights, please contact us using the details provided in this Privacy Policy.

We will respond to requests in accordance with applicable data protection legislation.

If you have concerns about how we handle your personal information, we would welcome the opportunity to address them directly.

You also have the right to make a complaint to the Information Commissioner's Office (ICO), the UK's data protection regulator.

Website: www.ico.org.uk

Telephone: 0303 123 1113

11. Marketing communications

We may occasionally contact customers and business contacts with information about our products, services, company news, events and developments.

We may use third-party email marketing platforms, including Constant Contact, to manage and distribute these communications.

We may send marketing communications where:

- You have agreed to receive them.
- You have previously purchased or discussed purchasing similar products or services from the relevant company within our group, and you were offered the opportunity to opt out when your details were collected.
- You are a corporate business contact and we have an appropriate lawful basis to contact you under applicable legislation.

Where consent is legally required, we will not send marketing communications without it.

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

Unsubscribing from marketing communications will not affect essential communications relating to your enquiries, bookings, orders or any services we are providing to you.

12. Links to other websites

Our website may contain links to other websites.

Please be aware that we are not responsible for the privacy practices or content of external websites.

We recommend reviewing the privacy policies of any other websites you visit.

13. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, services or legal requirements.

Any updates will be published on this page, together with the revised date.

14. Contact us

If you have any questions about this Privacy Policy, how we handle your personal information or wish to exercise your data protection rights, please contact:

Nomadic Washrooms Group

Email: info@nomadicwashrooms.co.uk

Telephone: 01938 580057

Correspondence address:

Office 1, Glynton House, Henfaes Lane, Welshpool, Powys SY21 8NA; Yard and Warehouse, Glynton, Henfaes Lane, Welshpool SY21 7BE