

No1 Business

Privacy Notice

Last Updated: 03rd August 2026

This Privacy Notice explains how **No1 Home Ltd trading as No1 Business** ("No1 Business", "we", "us" or "our") collects, uses, stores and protects personal information when you visit our website, contact us, enquire about our services or otherwise interact with our business.

No1 Business provides **business support services and commercial finance introduction services** to businesses.

Our activities include business support services such as customer acquisition, customer service, telemarketing and outsourcing, as well as introducing eligible businesses to commercial and alternative finance providers.

This Privacy Notice applies primarily to our **main website, no1business.co.uk**. Where you use our dedicated Finance or Support services platforms, additional privacy information may apply to those activities.

1. Who We Are

Legal Company Name:	No1 Home Ltd trading as No1 Business
Company Registration Number:	09830263
ICO Registration Number:	ZA525785
Registered/Trading Address:	Forest Links Road, Ferndown, Dorset, BH22 9PH, England
Website:	www.no1business.co.uk
Director:	Raymond Kidd
Email:	ceo@no1business.co.uk

No1 Home Ltd is the legal entity responsible for No1 Business.

For data protection purposes, **No1 Home Ltd is generally the Data Controller** for personal information processed through our main website and general business activities.

2. What Information Do We Collect?

The information we collect depends on how you interact with No1 Business.

Information You Provide to Us

You may provide information when you:

- Contact us through our website
- Submit an enquiry
- Request information about our services
- Contact us by telephone or email
- Request information about commercial finance
- Enquire about our business support services
- Communicate with our team

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This may include:

Identity information

Your name, job title and business name.

Contact information

Business email address, telephone number and other business contact details.

Business information

Information about your company, industry, business requirements and the services you are interested in.

Enquiry information

Information contained within your correspondence or conversations with us.

Where you enquire specifically about commercial finance, additional financial or business information may be collected. That processing is explained in our **Finance Privacy Notice**.

3. Information We Collect Automatically

Our main website is designed primarily to provide information about No1 Business and our services.

We do not use cookies or tracking technologies on the main website.

We do not intentionally deploy:

- Advertising cookies
- Tracking pixels
- Analytics cookies
- Behavioural tracking tools
- Embedded maps
- Third-party advertising trackers

Where technical information is processed by our website hosting or security infrastructure, this may include information such as IP address, browser type or technical connection information where necessary for website security, reliability and operation.

4. How We Use Your Information

We may use personal information to:

- Respond to enquiries
- Communicate with you about your enquiry
- Provide information about our services
- Understand your business requirements
- Arrange discussions or consultations
- Provide or arrange business support services
- Process requests relating to commercial finance introductions
- Maintain business records
- Manage our business relationships
- Protect our website and systems
- Prevent fraud, misuse or security incidents
- Comply with legal and regulatory obligations

We only use personal information where we have an appropriate lawful basis under applicable UK data protection legislation.

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5. Our Lawful Basis for Processing

Depending on the circumstances, we may rely on one or more of the following lawful bases under the UK GDPR:

Legitimate Interests

We may process business contact information where this is necessary for our legitimate business interests, provided those interests are not overridden by your rights and interests.

This may include responding to business enquiries and developing relationships with businesses that may be interested in our services.

Consent

Where consent is legally required, we will obtain it before carrying out the relevant processing.

You can withdraw consent at any time.

Contract

We may process information where necessary to enter into or perform a contract with you or your organisation.

Legal Obligation

We may process personal information where necessary to comply with a legal or regulatory requirement.

6. Business-to-Business Communications

No1 Business operates primarily within the **B2B market**.

Where we communicate with business owners, directors, employees or other professional contacts, we will take applicable privacy and electronic marketing requirements into account.

Where required, we will provide appropriate opportunities to opt out of future marketing communications.

You can also ask us to stop contacting you for marketing purposes at any time by contacting us.

7. Commercial Finance Enquiries

No1 Business operates a separate **commercial finance introduction service**.

If you choose to explore commercial finance through us, we may collect additional information about your business and funding requirements.

This may include information such as:

- Business turnover
- Trading history
- Funding requirements
- Existing financial commitments
- Business bank information
- Financial statements
- Information required by potential finance providers

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Additional information about this processing is provided in our **Finance Privacy Notice**.

No1 Business is an **introducer and not a lender**.

We do not make lending decisions or underwrite finance applications. Any lender introduced to you will conduct its own assessment, due diligence and underwriting.

8. Business Services Enquiries

If you contact No1 Business regarding our business support services, we may collect information about your organisation and requirements.

This may relate to services including:

- Customer acquisition
- Customer service
- Telemarketing
- Lead generation
- Sales support
- Outsourcing
- BPO services

Further information about personal data processed when using our business support services may be provided within our **Services Privacy Notice**.

9. Sharing Your Information

We do not sell personal information or provide personal information to unrelated third parties for their own marketing purposes.

We may share information where necessary to operate our business or provide a service you have requested.

Depending on the circumstances, this may include sharing information with:

- Service providers acting on our behalf
- Technology and IT providers
- Hosting and security providers
- Professional advisers
- Regulatory or government authorities where legally required
- Commercial finance providers where you have requested or authorised an introduction

Where information is shared with a third party, we take reasonable steps to ensure that appropriate data protection and confidentiality requirements are in place.

10. Our Outsourcing Partner

No1 Business works with an **outsourcing partner in India** to support certain operational activities.

Where personal information is processed as part of these activities, we require appropriate data protection and information security measures to be maintained.

Our operational environment includes restricted access controls and systems designed to limit access to authorised personnel.

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Data is hosted on **encrypted servers**, and operational controls are maintained to protect information from unauthorised access, loss or misuse.

Where personal data is transferred outside the UK, appropriate safeguards will be used in accordance with applicable UK data protection requirements.

11. Information Security

We take the security of personal information seriously.

Our operational controls include measures such as:

- Restricted system access
- Authorised-user access controls
- Encrypted data hosting
- Secure internal systems
- Controlled operational environments
- Data protection procedures
- Access limited according to business requirements

Our operational floor used by our outsourcing partner does not permit **personal mobile phones, pen or paper**, helping reduce the risk of unauthorised copying or removal of business information.

Despite these safeguards, no electronic system can be guaranteed to be completely secure.

12. How Long Do We Keep Your Information?

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected.

The appropriate retention period depends on factors including:

- The nature of the information
- Why we collected it
- Whether there is an ongoing business relationship
- Legal or regulatory requirements
- Potential complaints or disputes
- Our legitimate business requirements

When information is no longer required, we will take reasonable steps to securely delete or anonymise it.

Specific retention periods may apply to information processed through our Finance or Services divisions.

13. Your Data Protection Rights

Subject to applicable legal conditions, you may have rights under UK data protection legislation, including:

Right of Access

You can request a copy of the personal information we hold about you.

Right to Rectification

You can ask us to correct inaccurate or incomplete information.

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Right to Erasure

In certain circumstances, you can ask us to delete your personal information.

Right to Restrict Processing

You may request that we restrict how we process your information in certain circumstances.

Right to Object

You may object to certain processing, including processing based on legitimate interests and direct marketing.

Right to Withdraw Consent

Where we rely on consent, you can withdraw that consent at any time.

These rights are not absolute and certain legal exceptions may apply.

14. How to Exercise Your Rights

If you would like to exercise any of your data protection rights, contact us:

Email: dataprotection@no1business.co.uk

Please provide enough information for us to identify you and understand your request.

We may need to verify your identity before providing information or making changes.

We aim to respond to valid requests within the time period required by applicable data protection legislation.

15. Complaints

If you have concerns about how we have handled your personal information, we encourage you to contact us first so that we can investigate and attempt to resolve the matter.

You also have the right to complain to the UK's data protection regulator:

Information Commissioner's Office (ICO)

[Information Commissioner's Office](#)

16. Links to Other Websites

Our website may contain links to external websites operated by third parties.

We are not responsible for the privacy practices, content or security of external websites.

We recommend reviewing the privacy notice of any external website before providing personal information.

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17. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes to our business, services, technology, legal requirements or data processing activities.

The latest version will always be published on our website with the "**Last Updated**" date shown at the beginning of the notice.

18. Contact Us

If you have any questions about this Privacy Notice or how No1 Business handles personal information, please contact us.

No1 Home Ltd trading as No1 Business

Forest Links Road
Ferndown
Dorset
BH22 9PH
England

Email: hello@no1business.co.uk

Website: www.no1business.co.uk

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