

Peaberry and Tap Privacy Notice

Updated September 2026

This notice explains how Peaberry & Tap Limited uses personal information about people who visit our website, ask about our products, work with us as a customer or supplier contact, or contact us about orders and service. It does not cover the information we hold about our staff or job applicants.

Who we are and how to contact us

Peaberry & Tap Limited is responsible for the personal information described in this notice. We are registered in England and Wales (company number 13558093). Our registered office is 7 Pancras Square, London, N1C 4AG.

For questions about this notice or to exercise a data protection right, email contact@peaberryandtap.london or write to us at the address above.

Information we collect

We may hold your name, job title, employer, work contact details, delivery or site address, and your messages to us. When you enquire, order, lease or receive service, we may also hold quotes and contracts, purchase orders, invoices, payment and account records, equipment and service history, and the names and contact details of people at the site.

Our website may collect information you enter into a form, plus technical details such as your IP address, browser and cookie choices. Where connected equipment or service systems are used, we may receive equipment identifiers, fault alerts, usage readings and service data. This is personal information only where it can be linked to an identifiable person.

We usually get information from you or your employer. We may also receive it from a caterer, facilities manager, procurement partner, installer, engineer, finance provider or another person arranging goods or services for your site. We may use public business contact details when making relevant business enquiries.

Why we use your information

We use business contact and transaction information to answer enquiries, prepare quotes, supply and install equipment and consumables, arrange finance when asked, deliver orders, manage contracts, invoice and collect payment, and provide support, maintenance and repairs. Our lawful basis is taking steps towards or performing a contract with you, or our legitimate interests in serving your organisation and managing our relationship.

We use equipment and service records to diagnose faults, plan servicing, check usage relevant to a service or supply arrangement, and make our service more reliable. Our lawful basis is our legitimate interest in delivering and running our services, or contract where you are personally a party to it.

We keep records to meet tax, accounting and other legal duties, and to bring or defend legal claims. Our lawful bases are meeting a legal obligation and, where relevant, our legitimate interests in protecting our business.

We may contact business customers and prospects about relevant products or services. We will ask for consent where required. Otherwise, we rely on our legitimate interests in business marketing, subject to the electronic marketing rules. You can object to marketing at any time by replying to a message or emailing us at the address above.

Who we share information with

We share information only where needed for the purposes above. Recipients may include our IT, email, website, CRM, accounting, payment and document-signing providers; delivery partners, warehouses, installers and service engineers; equipment manufacturers and support partners; finance or leasing providers where finance is requested; and professional advisers or public authorities where required. We give each recipient only the information relevant to its role. Some act on our instructions; others are responsible for their own use of the information.

International transfers and security

Some of our providers may process information outside the UK. Where UK transfer rules apply, we use an approved transfer mechanism or another lawful basis, with appropriate safeguards. Contact us if you would like more details about a particular transfer.

We use organisational and technical measures designed to protect personal information and limit access to people who need it for their work.

How long we keep information

We keep information for as long as we need it for the purpose we collected it, including during our relationship and any period needed to meet legal, tax and accounting duties or handle a dispute. How long depends on the type of record and the rules that apply. When we no longer need it, we delete it or make it anonymous.

Website cookies

Our website uses cookies and similar technologies. Necessary cookies support essential website functions and remember your cookie choices. We ask for your choice before using non-essential cookies, such as analytics cookies, where consent is needed. You can change your choices using the Cookie Settings control on our website.

Your rights

Subject to the conditions in data protection law, you can ask to see, correct or delete your personal information; restrict or object to how we use it; or receive information you gave us in a portable format. You can withdraw consent where we rely on it, without affecting our use before you withdrew it. You have an absolute right to object to us using your information for direct marketing.

Contact us using the details above. You can also complain to the Information Commissioner's Office at ico.org.uk. We would welcome the chance to address your concern first.

Changes to this notice

We may update this notice when our services, systems or legal requirements change. The latest version will show its date of update.