

Privacy Statement for Stair Renovation Experts (2024)

At Stair Renovation Experts, we place a high value on protecting your privacy. We handle your personal information with utmost care and confidentiality, strictly adhering to the General Data Protection Regulation (GDPR). Below, we outline the types of data we collect and the reasons behind it.

Personal Information

Personal information refers to data that can identify you as an individual. To provide our services, we collect the following personal information:

- First and last name
- Email address
- Phone number
- Address details
- Place of residence
- Website usage behaviour
- Social media account information

Payment details

- We obtain this information directly from you through email, phone calls, contact forms, or website interactions.

Purposes

We collect your data for the following purposes:

Contact: When you reach out to us via phone, email, social media, in person, or through our website's contact form, we process your name, email, phone number, address, and/or location to respond to your inquiries effectively.

Quotation: After initial contact, we may provide you with a personalised quotation, utilising your name, email, phone number, address, and/or location to tailor our offer to your needs.

Contract: To facilitate the formation and execution of contracts, we process your name, email, phone number, and address details.

Documentation: Throughout our engagement, we create documentation such as before-and-after photos and personal advice, using your name and location details.

Newsletter and Social Media: For marketing purposes, we may use your name, email, website behaviour, and/or social media details to keep you informed about our services via newsletters and targeted social media advertising.

Invoicing and Financial Administration: Following contract agreements, we utilise your name, email, phone number, address, and/or location to issue invoices and manage financial transactions.

Security

We implement rigorous organisational and technical measures to safeguard personal data against loss, unauthorised access, misuse, or any other unlawful processing activities.

Third Parties

Your personal information is not shared with third parties unless necessary for business operations or legal compliance. In such cases, we have data processing agreements in place.

Retention Periods

We retain your personal data only for as long as necessary and in compliance with legal retention requirements.

Your Rights

According to GDPR, you have the following rights regarding your personal data:

- Access: You may request access to your data.
- Modification, Restriction, or Deletion: You may request changes or deletion of your data or request restrictions on processing.
- Objection: You may object to the processing of your data.
- Data Portability: You may request a copy of your data or its transfer to another party.
- Complaints: You may file complaints with relevant authorities.
- Withdrawal of Consent: You may withdraw your consent for data processing at any time.

For exercising your rights or any inquiries, contact us at info@stairrenovationexperts.co.uk.

Changes

Changes to our data processing policy may lead to updates in this privacy statement. Therefore, we advise regular review of this document.

Questions and Feedback

For questions or feedback regarding this privacy policy, please reach out to:

Stair Renovation Experts
Shenley Lodge, Milton Keynes,
Buckinghamshire.
MK5 7DJ

info@stairrenovationexperts.co.uk