Office Water Supplies Privacy Policy

Last updated: 28 November 2026

This privacy policy explains how Office Water Supplies Limited (“we”, “us”, “our”) collects, uses, stores and protects your personal information when you visit www.officewatersupplies.co.uk, contact us, or buy our products or services. It also explains your rights and how to use them.

Summary

- We collect only the information we need to answer your enquiries, provide our services and run our website.
- We do not sell your personal information.
- We share it only with trusted providers who help us run our business, or where the law requires it.
- You can ask to see, correct or delete your information, and you can complain to us or to the Information Commissioner’s Office (ICO).

1. Who we are

Office Water Supplies Limited is the data controller for the personal information described in this policy.

Detail	Information
Registered name	Office Water Supplies Limited
Company number	09538129 (registered in England and Wales)
Registered address	Unit 6A, Snetterton Business Park, Harling Road, Snetterton, Norwich, Norfolk NR16 2JU
Email	info@officewatersupplies.co.uk
Telephone	01953 451753
ICO registration number	ZC270302
Data protection contact	Our Data Protection Lead

2. Information we collect

Information you give us. When you fill in a form, call or email us, place an order or become a customer, we may collect:

- your name and job title
- contact details, such as phone number, email address and postal address
- delivery, site and billing addresses
- order, booking and service history
- your contact and marketing preferences
- anything else you choose to tell us in a message

Information collected automatically. When you visit our website we may collect your IP address, browser and device type, operating system, referring pages, pages viewed, approximate location and the date and time of your visit. Some of this is collected using cookies (see section 12).

Sensitive information. We do not ask for special category information (such as health, religion or ethnicity) through our website. Please do not include it in messages to us.

3. How we use your information and our lawful bases

UK data protection law requires us to have a lawful basis for each use of your information.

Purpose	Lawful basis
Responding to enquiries and providing quotes	Legitimate interests (answering people who contact us) or steps before entering a contract
Providing our products and services, deliveries and support	Contract
Invoicing, payments and keeping financial records	Contract and legal obligation
Running, securing and improving our website	Legitimate interests
Website analytics cookies	Consent
Sending marketing emails to individuals	Consent, or for existing customers, legitimate interests with an easy opt-out (soft opt-in)

Purpose	Lawful basis
Business-to-business marketing to work email addresses	Legitimate interests
Complying with the law, regulators and court orders	Legal obligation
Protecting someone's life or safety in an emergency	Vital interests

Where we rely on legitimate interests, we have balanced our interests against your rights. You can ask us for more detail.

We do not make decisions about you based solely on automated processing that have legal or similarly significant effects.

4. Marketing

We will only send you marketing where the law allows it. Every marketing email includes an unsubscribe link, and you can also opt out by contacting us. We may still send service messages about your orders, deliveries or visits.

5. Who we share your information with

We share personal information only where needed, and only with organisations that must protect it. These include:

Recipient	Why
Webflow	Hosting our website, its forms and our online shop
Microsoft 365	Business email
Stripe	Processing online payments. We do not see or store full card numbers
Google Analytics	Understanding how our website is used (with your consent)
Cloudflare Turnstile	Protecting our website forms from spam and automated abuse
Accountants, insurers and professional advisers	Running our business and meeting legal duties

Recipient	Why
HMRC, regulators, police or courts	Where the law requires us to
A buyer or successor business	If all or part of our business is sold or merged

6. International transfers

Some of our providers store or access information outside the UK, for example in the European Economic Area or the United States. Where this happens, we make sure the transfer is protected by UK adequacy regulations (including the UK Extension to the EU-US Data Privacy Framework where the provider is certified) or by appropriate safeguards such as the UK International Data Transfer Agreement or Addendum.

7. How long we keep your information

We keep personal information only for as long as we need it, then securely delete or anonymise it.

Information	How long we keep it
Enquiries that do not lead to a sale	2 years from last contact
Customer and order records, invoices	6 years after the end of the financial year they relate to (HMRC requirement)
Marketing preferences	Until you unsubscribe, then a suppression record so we do not contact you again
Website analytics data	14 months

Information in back-ups that cannot be edited is kept secure and out of use until it is overwritten.

8. How we keep your information safe

We use appropriate technical and organisational measures to protect your information, including encrypted connections (HTTPS) on our website, access controls and strong passwords, multi-factor authentication where available, up-to-date security software, and staff training.

No system is completely secure, but if a breach occurs that puts your rights at risk, we will report it to the ICO within 72 hours and tell you without undue delay where the law requires.

9. Children

Our website and services are intended for adults. We do not knowingly collect information from children under 18. If you believe a child has given us their information, please contact us and we will delete it.

10. Your rights

Under UK data protection law you have the right to:

- be informed about how we use your information
- access a copy of the information we hold about you
- have inaccurate information corrected
- have your information erased in certain circumstances
- restrict how we use your information
- data portability, where it applies
- object to processing based on legitimate interests, and to all direct marketing
- withdraw your consent at any time, where we rely on consent (this does not affect processing already carried out)

To use any of these rights, contact us using the details in section 14. We may need to confirm your identity. We will respond within one month, normally free of charge, and tell you if a complex request needs longer.

11. Complaints

If you are unhappy with how we have handled your personal information, you have the right to complain to us. Please contact our Data Protection Lead using the details in section 14.

We will acknowledge your complaint within 30 days, look into it without undue delay, keep you updated and tell you the outcome.

If you are still unhappy, you can complain to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint or by calling 0303 123 1113.

12. Cookies

Our website uses essential cookies so it works properly and, only with your consent, analytics cookies. You can change your choices at any time using our cookie settings. For full details, see our Cookie Policy on our Documentation page.

13. Changes to this policy

We review this policy regularly and will update it when our practices or the law change. The Last updated date at the top shows when it last changed. If we make significant changes, we will make this clear on our website or contact you directly.

14. Contact us

Office Water Supplies Limited

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