



Privacy Policy

We appreciate your interest in our Privacy Policy. At Anderson Joinery and Building, we take the protection of your data very seriously, and in the below we explain what data we collect when you use our website and services and how it is used.

GENERAL INFORMATION

a) What law applies?

Our use of your Personal Data is subject to both the UK's Data Protection Act ("DPA") and the EU's General Data Protection Regulation ("GDPR"), and of course we process your Personal Data accordingly.

b) What is Personal Data?

Personal Data is any information relating to personal or material circumstances that relates to an individual. This may include, a name, date of birth, e-mail address, postal address, or telephone number but also online identifiers such as IP addresses or device ID's.

c) What is processing?

"Processing" means any operation or set of operations which is performed upon Personal Data, whether or not by automatic means. The term is broad and covers virtually any handling of data.

d) Who is responsible for data processing?

The responsible party within the meaning of the DPA and the GDPR is Anderson Joinery and Building with company number 14651398. If you have any questions or if you wish to exercise your rights, please contact us using Anderson.Joinery.Building@hotmail.com with "Data Protection" in the subject line.

e) What are the legal bases of processing?

In accordance with the DPA and the GDPR, we have to have at least one of the following legal bases to process your Personal Data:

- *For the fulfilment of contractual obligations*
 - The purposes of the data processing are primarily based on the service we provide.
- *Within the framework of our legitimate interests*

Where necessary, we process your data beyond the actual performance of the contract in order to safeguard legitimate interests of us or third parties. Examples are:

 - Ensuring IT security and IT operations,
 - Measures for business management and further development of our services,
 - Defence against third-party claims and enforcement of own claims.
- *Based on your consent*
 - Insofar as you have given us your consent to process personal data for certain purposes.

f) Is there an obligation for me to provide data?

Within the scope of our business relationship, you are only required to provide personal data that is necessary for the establishment, implementation, and termination of a business relationship or that we are legally obliged to collect. Without this data, we will usually have to refuse to conclude the contract or will no longer be able to perform an existing contract and may have to terminate it.

WHAT PERSONAL DATA DO WE COLLECT FROM YOU?

We may collect and process the following Personal Data about you:

a) Personal Data that you give us:



Privacy Policy

This is information about you that you give to us by filling in forms on our website (or other forms that we ask you to complete), or when you use our services, or correspond with us by telephone, post, email, or otherwise. It may include, for example, your name, address, email address, and telephone number; information about your business relationship with us; and information about your requirements, background, and interests.

We also process the Personal Data involved in your use of our services in order to be able to provide our contractual services. This includes, in particular our support, correspondence with you, invoicing, and fulfilment of our contractual, accounting, and tax obligations. Accordingly, the data is processed on the basis of fulfilling our contractual obligations and our legal obligations.

Lastly, we process data in the context of administrative tasks as well as organisation of our business, and compliance with legal obligations, such as archiving. In this regard, we process the same data that we process in the course of providing our contractual services. The processing bases are our legal obligations and our legitimate interest.

b) Personal Data that our website and other systems collect about you:

If you visit our website, it will automatically collect some information about you and your visit, including the Internet protocol (IP) address used to connect your device to the Internet and some other information, such as the pages on our site that you visit. This is used to monitor the performance of the website and improve the experience of visitors to the website.

The hosting service used by us for the purpose of operating our website is [Webflow Inc.](#) In doing so, Webflow processes inventory data, contact data, content data, usage data, metadata, and communication data of customers, interested parties, and visitors of our website and services, on the basis of our legitimate interests.

We also use the Content Management System (CMS) of Webflow to publish and maintain the created and edited content and texts on our website. This means that all content and texts submitted to us is transferred to Webflow. This represents a legitimate interest.

CHANGE OF PURPOSE

We will only use your Personal Data for the purposes for which we collected it as detailed above, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your Personal Data for an unrelated purpose, we will notify you, and we will explain the legal basis which allows us to do so.

GENERAL PRINCIPLES

a) Who receives my data?

Within Anderson Joinery and Building, those that need your data to fulfil our contractual and legal obligations will receive access to it.

Processors used by us may also receive data for these purposes. These are companies in the categories of IT services, telecommunications, and sales and marketing. Where we use processors to provide our services, we take appropriate legal precautions and corresponding technical and organisational measures to ensure the protection of personal data in accordance with the relevant legal provisions.

Data is only passed on to third parties within the framework of legal requirements. We only pass on users' data to third parties if this is necessary, for example, for contractual purposes or on the basis of legitimate interests in the economic and effective operation of our business or you have consented to the transfer of data.

b) How long will my data be stored?



Privacy Policy

As far as necessary, we process and store your personal data for the duration of our business relationship, which also includes, for example, the initiation and execution of a contract.

In addition, we are subject to various storage and documentation obligations, which result from the minimum statutory retention periods and HMRC, among others. The retention and documentation periods specified there are two to 6 years.

c) How do we secure your data?

Our website uses SSL or TLS encryption to ensure the security of data processing and to protect the transmission of content or contact requests that you send to us. We have also implemented numerous security measures (“technical and organisational measures”) for example, encryption or need-to-know access, to ensure the most complete protection of Personal Data processed through this website.

Nevertheless, internet-based data transmissions can always have security gaps, so that absolute protection cannot be guaranteed. And databases or data sets that include Personal Data may be breached inadvertently or through wrongful intrusion. Upon becoming aware of a data breach, we will notify all affected individuals whose Personal Data may have been compromised as expeditiously as possible after which the breach was discovered.

d) Are data transferred to a third country or to an international organisation?

Your data is not transferred to third countries (countries outside the UK and the EEA).

YOUR RIGHTS AND PRIVILEGES

a) Privacy rights

You can exercise the following rights:

- *The right to access;*
- *The right to rectification;*
- *The right to erasure;*
- *The right to restrict processing;*
- *The right to object to processing;*
- *The right to data portability;*

b) Update your information and withdraw your consent

If you believe that the information we hold about you is inaccurate or request its rectification, deletion, or object to legitimate interest processing, please do so by contacting us.

c) Access Request

In the event you want to make a Data Subject Access Request, please contact us. We will respond to requests regarding access and correction as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days, we will tell you why and when we will be able to respond to your request. If we are unable to provide you with any Personal Data or to make a correction requested by you, we will tell you why.

d) Complaint to a supervisory authority

The Information Commissioner's Office (ICO) is the UK's authority in matters of data protection. You have the right to make a complaint at any time to the ICO (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO in the first instance.

e) Data Breaches and Notification

Databases or records containing Personal Data may be breached accidentally or through unlawful intrusion. As soon as we become aware of a data breach, we will notify all affected individuals whose Personal Data may have been compromised, and the notification will be accompanied by a



Privacy Policy

description. of the measures that will be taken to repair the damage caused by the data breach. Notifications will be sent as soon as possible after the violation is discovered.

f) What we do not do

- We do not request Personal Data from minors and children without obtaining parental or legal guardian consent.
- We do not sell your Personal Data;
- We do not process special category data without obtaining prior specific consent; and
- We do not use automated decision-making, including profiling.

VALIDITY AND QUESTIONS

This Privacy Policy was last updated on Monday, 16th of December, 2024, and is the current and valid version. However, we want to point out that from time to time, due to actual or legal changes, a revision to this policy may be necessary. If you have any data protection questions, please feel free to contact us.