

Privacy Policy

Last Updated: February 2025

We are BJH Windows Limited, and we are the data controller of the personal data that we process, i.e. the organisation which determines, alone or jointly with another party, how your personal data is processed and for what purposes.

Your privacy is important to us, so we've developed this Privacy Policy, which explains how we collect, use, and disclose your personal information. We collect personal information when you use our website(s), mobile apps, and other online and offline products, services and experiences (collectively, the "Services"). Please take a moment to read through this Policy in its entirety.

If you have any questions, concerns or complaints regarding this Privacy Policy or how we use your personal information please contact us via e-mail at enquiries@bjhwindows.co.uk.

1. Who We Are

We are installers and suppliers of home renovation products such as conservatories, windows, and doors. Our IT systems are located in the UK or EU and our business is based in Portsmouth. We are a family-run business that prides itself on high-quality goods and services. Our company number is 02315441, and we can be reached at 023 9232 4855.

2. What Personal Data We Collect

We may collect, use, store and transfer different kinds of personal data about you:

- Identity Data - this includes your name, username or similar identifier, marital status, title, date of birth and gender. If you visit our showrooms or offices, this may include CCTV footage which may be captured of you.
- Contact Data – this includes your billing address, delivery address including any delivery requirements and restrictions, email address and telephone number(s).
- Financial Data - this includes bank account and payment card details.
- Transaction Data – this includes details about payments to and from you and other details of products and services you have purchased from us.
- Technical Data - this includes internet protocol (IP) address, information about the device used, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access our website
- Profile Data - this includes purchases or orders made by you, your interests, preferences, feedback and survey responses
- Usage Data - this includes information about how you use our website, products and services.
- Marketing data – this includes your preferences regarding receiving marketing material
- Special Categories of Personal Data – we may process this type of data about you if there is something we need to know in order to communicate with you, visit your home, or deliver and install our products there. For example, you may have a health condition for which we can make reasonable adjustments to our sales and delivery process

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party sites and are not responsible for their privacy policies.

3. How we collect your Personal Data

We will collect your personal data through the following ways:

- **Direct interactions** - you may give us your identity, contact and financial data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you enquire about or purchase our products or services, when you book an appointment or contact us by any means
- **Automated technologies or interactions** - technical data about your equipment, browsing actions and patterns is automatically collected when you interact with our website. We collect this personal data by using cookies and other similar technologies

- Third parties or publicly available sources - we will receive personal data about you from various third parties and public sources
- Technical Data from analytics providers such as Google
- Contact, financial and transaction data from providers of technical, payment and delivery services including credit reference agencies
- Identity data and other incidental personal data from housing associations, councils, new build suppliers, in relation to the installation of our products at the property
- Identity and contact data which you make available when you contact us, write a review on our website or using Trustpilot or other relevant review tool.
- Identity and contact data from the Post Office's National Change of Address Database, the National Deceased Register, the Telephone Preference Service, Mail Preference Service, our chosen supplier of personal data accuracy services or other external data lists that we may cross reference with.
- Contact information. If you sign up to receive our newsletter, emails, or text messages from us, we will collect your name, email address, mailing address, phone number, and any other information needed to contact you about the Services.
- Survey information. You may provide us with other personal information when you fill in a form, respond to our surveys or questionnaires, provide us with feedback, participate in promotions, or use other features of the Services.
- Communications information. We may also collect other information during our communications with you, including information that you send to us when interacting with our customer service agents, or when you call us or send emails or text messages. This may include information about how you contacted us, your marketing preferences, and other information that you choose to share.

4. Who We Share Your Data With:

We may share your personal data with the following categories of organisations:

- Service providers who provide IT and system administration services and services platforms.
- Service providers to whom we may subcontract the measuring, delivery and installation of your product.
- Other companies within our group which provide goods and services which we understand you to be interested in.
- Professional advisers including lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services.
- Finance or other organisations including credit reference agencies
- HM Revenue & Customs, regulators and other authorities based in the UK.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

5. Why We Process Your Personal Data

We will only process your personal data where we are permitted to do so by law, meaning when we have one or more legal basis to do so. In certain circumstances, we rely on the legal ground known as 'legitimate interests' to process your personal data. This is where the processing of your personal data is necessary to pursue our legitimate interests in a way which is reasonably expected as part of running our business, but which is not detrimental to you and would have minimal impact on your privacy.

We may use your personal data:

- Where we need to perform the contract we are about to enter into or have entered into with you or take steps at your request before entering into such a contract with you. This includes registering you as a new customer or registering your interest in our products and services; visiting your property or arranging a remote consultation in order to provide you with a quote for our products or services; processing and delivering your order (eg managing payments, fees and charges, collecting and recovering money owed to us); managing our relationship with you; and administering and protecting our business and our website;
- Where we need to comply with a legal obligation, or where we are requested by a regulator or the police
- Where you have consented to receive certain marketing communications from us, in order to send marketing material and in order to measure how effective that material is.
- To improve our website, products/services, marketing, customer relationships and experiences
- For health and safety reasons

- In connection with CCTV at our premises including showrooms and offices
- In order to receive advice from our professional advisors

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purposes.

6. How Long Will We Retain Your Data?

Your personal data is retained by us in accordance with applicable law and regulation. Our data retention periods vary depending on the location, nature and context of the personal data that we have. This means that, in general, we delete personal data when: the purpose for its processing has been fulfilled or the contractual relationship with you has ended, all mutual claims have been fulfilled and there are no other legal obligations to retain the personal data nor legal bases for further processing. Typically, we retain personal data for 7 years from the later of the end of the contract or the last communication by you or with you.

7. Your Rights as a Data Subject

As a data subject, you have certain rights regarding your personal data:

- to be informed about the collection and use of your personal data;
 - to ask whether we process your personal data and request a copy of it if so;
 - to object to decisions that we may make based solely on the automated processing of your personal data;
 - in certain circumstances, to object to processing of your personal data where we do so for the purposes of our legitimate interests;
 - to request that any inaccurate or incomplete personal data of yours in our care is rectified or completed;
 - in certain circumstances, to restrict our processing of your personal data;
 - in certain circumstances, to receive your personal data or have your personal data transmitted to another organisation in a structured, commonly used and machine readable format;
 - in certain circumstances, to request that we delete your personal data; and
 - to object to our processing of your personal data for direct marketing purposes.
- Not all of these rights are absolute, which means that they may only apply in certain situations and may be subject to legal exceptions and exemptions.

You also have the right to make a complaint about our handling of your personal data to the Information Commissioner, the UK regulator for data protection (www.ico.org.uk) at any time. In the event you do have a complaint, we would ask you to please contact us in the first instance, to give us a chance to deal with any of your concerns.

We may need specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights).

8. Data Transfer

Some of the third parties we contract with are based outside the UK which means that their processing of your personal data will involve a transfer of data outside the UK. Whenever this happens, we ensure there is an equivalent level of protection for your data to that provided in the UK.

9. Photos and Marketing:

We may take before, during, and after photos of installations completed at customers' properties and use these photos for promotional purposes, including on our social media accounts, marketing materials, and on our website. These photos may include images of windows, conservatories, doors, and other projects we have been involved with. Published photographs will be anonymised. We will, however, link the images to your user profiles on our CRM system. When you contract with us, you agree that we can anonymise photos in this way for our marketing purposes unless you notify us otherwise on enquiries@bjhwindows.co.uk.

10. Reviews

If you provide us with a review, you agree that we can publish it online on our website, social media, or any other promotional platforms. Reviews will be accompanied by a description of you as [Title] [Surname] Your full name and address will not be published.

11. Cookies

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. They allow websites to recognise your device and preferences, and provide information to the owners of sites which can be used to improve your online experience. Our website uses a number of cookies for a number of reasons – please see our Cookie Policy (www.bjhwindows.co.uk/cookie-policy) for further information.

All recent versions of popular browsers give you a level of control over cookies. You can set your browser to accept or reject all, or certain, cookies. Please note that if you use your browser settings to block all cookies,

which would include blocking our 'basic performance'/ essential cookies, you may not be able to access all or parts of our website

12. Updates to Privacy Policy

We may update this privacy policy from time to time. The updated version will be posted on our website, and will include its revision date.

13. Contact Us

If you have any questions or concerns about this privacy policy or how we process your personal data, please contact us at enquiries@bjhwindows.co.uk or call us on 023 9232 4855.

By using our website, continuing to interact with us or ordering our products, and services, you acknowledge that you have read and understood this privacy policy and agree to its terms.