

# Privacy Policy

ALLARD DOUBLE GLAZING

## Introduction

The EU General Data Protection Regulation (GDPR) comes into force across the European Union on 25th May 2018 and brings the most significant changes to data protection law in two decades.

Allard Double Glazing Ltd are committed to protecting and respecting your privacy. This privacy policy explains how Allard Double Glazing handles your personal information and your options.

## Who are we?

In this policy 'Allard Double Glazing, 'we', 'us' or 'our' means:

Allard Double Glazing, Unit 3D, Connors Yard, Crowborough, East Sussex, TN6 2AH. Telephone: 01892 665224 Email: office@allarddoubleglazing.co.uk Company Number: 9353620.  
Registered Office: Suite 5 Rauter House, 1 Sybron Way, Crowborough, TN6 3DZ

If you have any questions regarding this policy and our privacy practices, you should contact Gemma Allard (Director) using the details above.

## How do we collect information from you?

Information you give us:

For example, when you contact us regarding an enquiry, project or job vacancy via email, telephone, letter, personal visit, social media or messaging system provided by a third party.

## What type of information is collected from you?

Personal information we collect, store and use might include:

- your name, postal address, email address and telephone numbers.
- any other personal information shared with us.

## How is your information used?

We may use your information for several different purposes, including:

- providing you with the services, products or information you asked for
- processing orders
- processing job applications
- carrying out our obligations under contracts between you and us
- keeping a record of your relationship with us for aftercare, support and guarantee purposes.

## How long is your information kept for?

Personal information is retained for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for is determined by operational and legal requirements. For example, we are required to hold some types of information to fulfil our statutory and regulatory obligations (e.g. guarantees and accounting).

## Who has access to your information?

The directors and staff of Allard Double Glazing.

In some cases, we are obliged by Building Regulations to share your data with certain third parties. Personal data shared includes your name, address, telephone number and email address. This data is used to provide documentation for your insurance backed guarantee, deposit protection and your building compliance certification.

Your personal data may also be passed to product manufacturers to register your guarantee(s) and in some cases, to enable them to carry out service work.

Your personal data may be released to third parties when we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We do not sell or rent your information to third parties, nor will we share your information with third parties for marketing purposes.

## Lawful Basis for processing personal data

The data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

**Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.

**Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

**Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).

## Your Rights

You have certain rights over the personal information that we hold about you. Here is a summary of your rights:

### **The right to be informed**

The way we collect and process your personal data is detailed in this privacy policy.

### **The right of access**

You can request a copy of the personal data we hold by contacting us.

### **The right to rectification**

You have the right to have inaccurate personal data rectified, or completed if it is incomplete. Please contact us regarding data rectification.

### **The right to erasure**

Individuals can make a request for erasure verbally or in writing. The right is not absolute and only applies in certain circumstances as per Article 17 of the GDPR.

### **The right to restrict processing**

Individuals can make a request for restriction verbally or in writing. This is not an absolute right and only applies in certain circumstances as per Article 18 of the GDPR.

### **The right to data portability**

The right to data portability gives individuals the right to receive personal data they have provided to a controller in a structured, commonly used and machine readable format. It also gives them the right to request that a controller transmits this data directly to another controller.

### **The right to object**

Individuals have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her.

### **Rights in relation to automated decision making and profiling**

Individuals have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her.

## Keeping your information safe

When you provide us with personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it. Personal information is securely stored in both paper and / or digital formats.

## Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Allard Double Glazing, you have the right to complain to Gemma Allard (Director). If you do not get a response within 30 days you can complain to the Data Protection Regulator.

The details for each of these contacts are:

Miss Gemma Allard  
Allard Double Glazing, Unit 3D, Connors Yard  
Crowborough, East Sussex, TN6 2AH  
United Kingdom  
Email: [office@allarddoubleglazing.co.uk](mailto:office@allarddoubleglazing.co.uk)  
Website: <https://www.allarddoubleglazing.co.uk>

Data Protection Regulator (ICO)  
Telephone: 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)  
Website: <https://ico.org.uk/>

Review of this Policy  
This policy was last updated 25th May 2018.