

Privacy Statement

This policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time so please check this page occasionally to ensure that you are happy with any changes. By using our website, you are agreeing to be bound by this policy.

Any questions regarding this policy and our privacy practices should be sent to sales@staffordupvcwindows.co.uk or by writing to Stafford uPVC Windows, Unit 12 Brindley Close, Tollgate Industrial Estate, Stafford, ST16 SU. Alternatively, you can telephone 01785 246516.

Who are we?

We are Stafford uPVC Windows, a family run business installing windows, doors and conservatories who operate within the Staffordshire and Shropshire areas. The registered address is Stafford uPVC Windows, Unit 12 Brindley Close, Tollgate Industrial Estate, Stafford, ST16 SU.

How do we collect information from you?

We obtain information from you when you use our website. For example, when you contact us about products or services or if you register to receive our monthly newsletter.

What type of information is collected from you?

The personal information we collect might include your name, address, email address and information regarding what pages are accessed and when.

How is your information used?

We may use your information to:

- Process a payment that you have made;
- Process an order that you have submitted;
- Carry out our obligations arising from any contracts entered into by you and us;
- Seek your views or comments on the services we provide;
- Notify you of changes to our services;
- Send you communications which you have requested and that may be of interest to you. These may include information about campaigns, offers and new services or goods;
- Process a job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at sales@staffordupvcwindows.co.uk or you can write to us at: Stafford uPVC Windows, Unit 12 Brindley Close, Tollgate Industrial Estate, Stafford, ST16 5U. Alternatively, you can telephone 01785 246516.

You have the right to ask for a copy of the information Stafford uPVC Windows hold about you, any requests for access to your information must be made in writing to the address above.

Third Party Service Providers working on our behalf: We may pass your information on to our third party service providers, agents, subcontractors and other associated organisations for the purpose of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes unless we are required to do so by law.

This website uses Google Analytics, a web analytics service provided by Google, Inc. Google Analytics uses "cookies". The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

Third Party Product Providers we work in association with: We work closely with various third-party product providers to bring you a range of quality and reliable products. When you purchase one of these products, the relevant third party provider will use your details to deliver the product.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisations, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligations or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Links to External Websites

This website may contain links to third-party websites that Stafford uPVC Windows have a relationship with. However, we are not responsible for these websites or their privacy practices. We, therefore, suggest that you read the privacy policy on any website that you visit from a link on this site, as their procedures may differ from our own.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work we do for our clients and our exciting products and services, then you can select your choices by ticking the relevant boxes situated on the contract form or by informing us in writing that you do not wish to receive direct marketing communication.

We will not contact for marketing by email or phone unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email at sales@staffordupvcwindows.co.uk.

How you access and update your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at sales@staffordupvcwindows.co.uk or you can write to us at: Stafford uPVC Windows, Unit 12 Brindley Close, Tollgate Industrial Estate, Stafford, ST16 5U. Alternatively, you can telephone 01785 246516.

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Security precautions in place to protect the loss, misuse or alterations of your information

When you give us personal information, we take steps to ensure that it is treated securely. The Stafford uPVC Windows website is a secure site, which can be seen by the lock icon that appears at the top of web browsers such as Firefox or Google Chrome.

Once we receive your information, we make our best effort to ensure its security on our systems.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of the additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this Policy

We keep this policy under regular review. This policy was last updated in January 2023.