



31 LAURENCE INDUSTRIAL ESTATE, EASTWOODBURY LANE, SOUTHEND-ON-SEA, ESSEX, SS2 6RH

Tel: 01702 528675 www.windowdirectessex.co.uk

VAT Registration No. 311 5450 46

Company Registration No. 11684354

Data Protection and Privacy Notice

How do we collect information about you?

There are different ways in which we collect information about you. This includes when you contact us via email, through the website, via telephone or in person when you visit our premises. We also collect your information when we enter into a mutual contract for services.

What type of information is collected from you?

- We collect your name, address, telephone numbers and email address.

How is your information used?

- To process your orders and keep you informed of the order status.
- To fulfil our guarantee commitments.
- To third parties who provide you with certification on our behalf, these being FENSA and HIP (Insurance backed guarantee).

How long is your information used for?

- We store your data for as long as is required to ensure we can fulfil our contract obligations. We will therefore keep your data for a minimum of 10 years.

Who has access to your information?

- Our administration team has access to your information



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How can you access your information that we hold?

- You have the right to obtain confirmation that your data is being processed and to access your personal data that we hold about you, which is known as a Subject Access Request (SAR). To request your data please write to us at: 31 Laurence Industrial Estate, Eastwoodbury Lane, Southend-On-Sea, Essex, SS2 6RH.

Data accuracy

- You have the right to update/correct any personal data that Windows Direct hold about you.

Data Deletion

- You have the right to request that all personal data that Windows Direct hold about you be deleted. This request may affect guarantees etc for the services we have provided.

Data Restriction

- You have the right to request that all personal data that Windows Direct hold about you is not shared with any third parties. This request may affect guarantees etc for the services we have provided.

Data Portability

- You have the right to request that all personal data that Windows Direct hold about you is transferred to another organisation.



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All requests for any access or data related questions should be put in writing to the following address;

F.A.O. Managing Director
Windows Direct Essex Ltd
31 Laurence Industrial Estate
Eastwoodbury Lane
Southend-On-Sea
Essex
SS2 6RH