

Privacy Policy

Data Controller: Paul Webb

A1 Openings Garage Doors

trading as

registered at **Cooling Lodge, Main Road**

Cooling

Rochester

Kent

ME3 8DH

("we," "our," or "us")

We are committed to protecting your privacy and always ensuring the security of your personal information. Our Privacy Policy explains how we collect, use, and safeguard your data.

Type Of Information We Collect

We typically collect the following types of information:

- **Personal Information:** This includes your name, address, contact details, email address, and any other information you voluntarily provide when contacting us, requesting services, placing orders, or filling out forms/contact information on our website
- **Usage Information:** We may also collect non-personal information about your use of our website and services, including IP addresses, browser type, and device information

How we receive information about you

We receive your Personal Information from various sources, this personal information we process is provided to us directly by you for one of the following reasons:

- When you voluntarily provide us your personal details in order to register on our Site
- When you use or access our Site in connection with your use of our services
- From third party providers, services and public registers (for example, traffic analytics vendors)
- From call tracking providers (recorded calls) via Media Hawk or Call Tracking Metrics (CTM)

Why We Collect Personal Information

We use the information that you have given us in order to provide our services to you the 'data subject' as follows:

- To prepare and provide quotations and estimates for garage door installations, repairs and maintenance.
- To schedule, manage and carry out the installation or repair of garage doors, including ordering parts, arranging site visits, and coordinating work at your premises.
- To communicate with you about your booking: appointment confirmations, reminders, pre-visit discussion, on-site updates, follow-up.
- To maintain a record of services carried out, parts used, service history and customer communications for quality control, warranty obligations and future service needs.
- To process invoices, payments and any necessary financial/accounting records.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- We have a contractual obligation
- We have a legal obligation
- We have a vital interest
- We need it to perform a public task
- We have a legitimate interest
- Consent

How We Process Your Information

We process the information collected for the following purposes:

- **Providing Services:** To provide services and communicate with you about your requests
- **Improving Our Services:** To analyse usage data and improve the range and quality of our services and our website
- **Marketing:** We may send you promotional materials, offers and updates about our services

Data Security

We take reasonable and responsible measures to protect your personal information from unauthorized access, disclosure, or alteration. However, please be aware that any method of transmission over the internet or electronic storage is not entirely secure.

Data Retention

We will retain your personal information for six years to provide our services, and as necessary to comply with our legal obligations, resolve disputes, and enforce our policies. We will then dispose your information by electronically deleting and paper copies will be shredded and incinerated.

Under applicable regulations, we will keep records containing client personal data, account opening documents, communications, and anything else as required by applicable laws and regulations.

How we store your personal information

- Your information is securely stored in a secured home office cabinet and only authorised access.

Sharing Your Information

We do not sell, trade, or rent your personal information to third parties. We may share your information with our trusted service providers who assist us in delivering our services, however they have an obligation to always maintain the confidentiality of your information.

We may share this information with:

- Payment processing service providers.
- IT, hosting and web-analytics service providers.
- Professional advisers such as accountants, insurers or legal advisors.

Why we may share this information:

- To enable quotes, bookings, installations/repairs and payment processing.
- To facilitate secure website hosting, analytics and improve our service delivery.
- To comply with legal, tax, audit, health & safety and regulatory obligations.
- To co-ordinate with suppliers to ensure correct parts and installation.

Your Choices

You can opt out of receiving marketing communications from us at any time by following the unsubscribe instructions provided in our emails.

Your Data Protection Rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

**Cooling Lodge, Main Road
Cooling,
Rochester,
Kent,
ME3 8DH**

Changes to this Policy

We may update this Privacy Policy from time to time. Please check this page periodically for any changes. Your continued use of our services after any modifications indicates your acceptance of the updated policy.

Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us at:

A1 Openings Garage Doors
Office: 01634 871022
Mobile: 07946 740669

Complaints

If you have any concerns about our use of your personal information, you can make a complaint to us at:

A1 Openings Garage Doors

Office: 01634 871022

Mobile: 07946 740669

If you are unhappy with how we have used your data or responded to your query, you can also complain to the Information Commissioner's Office (ICO) at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>