

Introduction

This privacy policy explains how SMW Building Solutions Ltd collects, uses and protects personal information when you use our website, contact us, request a quotation, or make an enquiry about our building services for domestic or commercial projects.

We may update this privacy policy from time to time to reflect changes to our business, website or legal requirements. The latest version will be published on our website.

SMW Building Solutions Ltd is the data controller for the personal information we collect through this website and while responding to enquiries and providing building services. We are committed to handling personal information lawfully, fairly and securely in accordance with the UK GDPR and the Data Protection Act 2018.

1. Personal information we collect

When you use our contact form, email us, call us, or otherwise contact us through the website, we may collect your name, email address, telephone number, address or project location, and any information you choose to include in your message, such as details about the building work, repair, renovation, extension or commercial project you are enquiring about.

We take reasonable steps to protect personal information from unauthorised access, loss, misuse or disclosure. This includes using secure systems where appropriate and limiting access to personal information to those who need it for business purposes.

2. How we use your information

We use the information you provide to respond to your enquiry, discuss your requirements, arrange site visits where appropriate, prepare quotations, provide our services, manage customer relationships, keep business records, and comply with any legal or regulatory obligations that apply to us.

When you contact us with an enquiry, we usually process your information on the basis of our legitimate interests in responding to potential customers and operating our building business. Where we provide a quotation, enter into a contract, or deliver services, we may process your information because it is necessary to take steps before entering into a contract or to perform a contract with you. We may also process certain information where necessary to comply with legal obligations, such as accounting, tax, insurance or health and safety requirements.

3. Who we share information with

We do not sell personal information. We may share information where necessary with trusted service providers who help us operate our business, such as website hosting providers, email providers, accountants, insurers, professional advisers, subcontractors or suppliers involved in your project, and public authorities or regulators where required by law. We only share information where there is a valid reason to do so and we expect third parties to handle personal information securely

4. How long do we keep your information

We keep personal information only for as long as necessary for the purpose it was collected. Enquiry information that does not lead to work will normally be kept for a reasonable period so we can manage follow-up queries. Customer, quotation, contract and invoice records may be kept for longer where needed for business records, legal, accounting, tax, insurance or dispute purposes.

5. Your rights and privacy

Under data protection law, you have rights over your personal information. These may include the right to request access to your information, ask for inaccurate information to be corrected, ask for information to be deleted, object to or restrict certain uses of your information, and request a copy of information you have provided to us in a portable format. These rights may be limited in some circumstances.

If you have any questions about this privacy policy or how we handle your personal information, please contact SMW Building Solutions Ltd using the contact details provided on our website.

If you are unhappy with how we use your personal information, please contact us first so we can try to resolve your concern. You have the right to complain to the Information Commissioner's Office, the UK supervisory authority for data protection matters.

6. Cookie Policy

Our website may use cookies and similar technologies. Cookies are small text files placed on your device when you visit a website. They help websites work properly, remember certain choices, improve performance, and understand how visitors use the site.

Some cookies are strictly necessary for the website to function, such as security cookies or cookies needed to submit a contact form. These cookies do not usually require consent because they are needed to provide the website service you request.

If we use non-essential cookies, such as analytics cookies to understand website visits or marketing cookies to measure advertising, we will ask for your consent before placing them on your device. You can choose whether to accept or reject non-essential cookies, and you can change your cookie preferences at any time where our website provides this option.

You can also control cookies through your browser settings, including deleting existing cookies or blocking some or all cookies. If you block all cookies, parts of the website may not work as intended.