

Privacy Policy



Welcome to the privacy policy of Ulyett Glazing Ltd ('Ulyett Glazing', 'we', 'us' or 'our'). Our registered company number is 13281585, and we are the controller of the information you share with us. We will process your information only in accordance with this privacy policy.

We recognise the importance of protecting the personal information and the privacy of data provided by you (and that which may personally identify you). We adhere to strict guideline about how we gather and use your personal information.

By accessing or browsing our website, contacting us on social media, working with or for us, offering your goods or services to us, purchasing or using any of the goods and services that we provide to you or otherwise providing your information to us, you confirm that you have read and understood the entirety of this privacy policy.

Contact details

If you have any questions about this privacy policy or our privacy practices, please contact us in the following ways:

Email address: info@ullyettglazing.com

Phone number: 07786679640

Information we may collect from you

Customers

	Information we collect	Why and how it is used
<i>Website visit</i>	Technical information such as IP address, location data, web browser.	Consent or legitimate interest.
<i>Website enquiry</i>	Name, address, telephone number(s), email address, enquiry details	Lawful interest: to respond to your enquiry for example, a quote.
<i>Call centre call</i>	Name, other information needed to identify you as a customer, recording of phone conversation.	Lawful interest: to assist you on the phone, quality assurance, legal and compliance, and for training and monitoring.
<i>Email/webchat enquiry</i>	Name, other information needed to identify you as a customer if required, record of website enquiry.	Lawful interest: to assist you on the chat, quality assurance, legal and compliance, and for training and monitoring.
<i>Social media enquiry</i>	Profile information, preferences, interactions via social media (e.g. Facebook, Instagram, Youtube etc)	Lawful interest: to respond to your enquiry.

<i>Feedback form on website</i>	Name, address, telephone number(s), email address, feedback from content.	Lawful interest: to help us improve our products and services
<i>Purchase our products/services via our sales consultants</i>	Name, purchase information, address, phone number(s), email	Required for functioning of contract, lawful interest: to send you information about new products, special offers or other information that we think may find interesting (unless you opt out)

Businesses

<i>Business-related email communication</i>	Name, company, work email, email contents	To respond to your business enquiry
---	---	-------------------------------------

Employee

<i>Working for Ulyett Glazing 2021 as employee</i>	Name, personal address, DOB, proof of ID, contract, health information, HR information, payment information	Required for functioning of a contract, necessary for protecting your vital interests, legitimate interest: to administrate your employment with Ulyett Glazing
--	---	---

Supplier

<i>Working with Ulyett Glazing 2021 as supplier</i>	Name, company information, work email, work phone number	Required for functioning of a contract
---	--	--

Who we may share your information with

We may share your personal information with external organisations to carry out services on our behalf or as part of our affiliate programme. We and they are legally obliged to process your information in accordance with data protection law, and to put in place measures that protect your information.

We will never sell your data to any third parties, unless you have given us written consent to pass your information onto an affiliate partner that we have assessed and believe can carry out the work you require to a good standard.

The purposes that are or may be carried out by external organisations are as follows:

- Sales and installation of our products
- Payment processing
- IT and database management
- Web hosting, online content services and data storage
- Data analytics and data cleansing
- Marketing

- Legal and compliance-related services

How long we keep your information

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements. At the end of that retention period, your data will either be deleted completely or anonymised, for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

How we protect your information

We always hold your information securely and to avoid unlawful disclosure or access to your information. We also follow strict procedures to ensure we work with all personal data in line with current data protection legislation.

Controlling information about you

We ask that you provide us in return with some information about you to enable us to meet the above purposes. We may ask you for more such information from time to time, and we will store this information with information we already keep about you. You may change, update or remove it at any time in accordance with this privacy policy. If you no longer wish to be contacted in the future by us contact us at info@ullyettglazing.com and insert "unsubscribe" or "stop" as the appropriate subject heading. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Your rights over your information

You have the right to request:

- Access to the personal data we hold about you
- The correction of your personal data when incorrect, out of date or incomplete
- The removal of your personal data in certain situations
- That we stop using your personal data for direct marketing (either through specific channels, or all channels)
- That we stop any consent-based processing of your personal data after you withdraw that consent
- That we stop in certain other situations to our continued processing of your personal data
- That we provide to you the personal data that we hold about you in a structured, commonly used and machine-readable format (and that we transmit such data to a third party in certain situations)

- A review of any decision made based solely on automatic processing of your data (i.e. where no human has yet reviewed the outcome and criteria for the decision), which produce legal effects concerning you or significantly affecting you

If you wish to exercise any of the rights set out above, please contact us using the contact details above.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Changes to our privacy policy

We may update our privacy policy from time to time. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by post or email. Please check back frequently to see any updates or changes to our privacy policy. This privacy policy was last updated on 07.04.2021.