

GDPR Privacy & Data Protection Policy

1. Policy Statement

WEINSULATE.CO.UK LIMITED is committed to protecting the privacy and personal information of our customers, employees, subcontractors, suppliers and other individuals with whom we work.

We recognise the importance of handling personal data lawfully, fairly and securely and are committed to complying with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (PECR)
- Any future UK data protection legislation.

This policy explains how we collect, use, store, share and protect personal information.

2. Scope

This policy applies to:

- Customers
- Employees
- Job applicants
- Contractors
- Subcontractors
- Suppliers
- Website users
- Anyone whose personal information is processed by WEINSULATE.CO.UK LIMITED.

3. Data Protection Principles

WEINSULATE.CO.UK LIMITED will ensure personal data is:

- Processed lawfully, fairly and transparently.
- Collected only for specified, explicit and legitimate purposes.
- Adequate, relevant and limited to what is necessary.
- Accurate and kept up to date.
- Retained only for as long as necessary.
- Protected using appropriate technical and organisational security measures.
- Processed in a manner that demonstrates accountability and compliance.

4. Personal Information We Collect

Depending upon the services provided, we may collect:

Customer Information

- Full name
- Address
- Email address
- Telephone number
- Property address
- Survey information
- Property measurements
- Floor plans
- Photographs
- Installation records
- Payment information where applicable

Employee Information

- Contact details
- Payroll information
- National Insurance Number
- Right to Work documentation
- Training records
- Health & Safety records
- Emergency contact details

Website Information

When you visit our website we may automatically collect:

- IP address
- Browser type
- Device information

- Pages visited
- Time and date of visit
- Website usage statistics.

5. Lawful Basis for Processing

We process personal data using one or more of the following lawful bases:

- Performance of a contract.
- Compliance with legal obligations.
- Legitimate business interests.
- Consent (where required).
- Protection of vital interests.
- Public task (where applicable).

6. How We Use Personal Information

Personal information may be used to:

- Provide quotations.
- Carry out surveys.
- Install insulation and renewable energy measures.
- Manage customer accounts.
- Arrange appointments.
- Process invoices and payments.
- Comply with PAS 2030/2035 and TrustMark requirements.
- Meet Building Regulations.
- Maintain Health & Safety records.
- Improve customer service.
- Respond to enquiries.
- Manage employment.
- Meet legal and regulatory obligations.

WEINSULATE.CO.UK LIMITED will never sell personal information to third parties.

7. Special Category Data

Some personal information receives additional legal protection.

This includes information relating to:

- Health
- Disability
- Ethnic origin
- Religious beliefs

- Trade Union membership
- Biometric information
- Genetic data
- Sexual orientation

Where Special Category Data is processed, WEINSULATE.CO.UK LIMITED will ensure that an additional lawful condition under UK GDPR is satisfied.

8. Sharing Information

Personal information may be shared where necessary with:

- TrustMark
- Retrofit Coordinators
- Retrofit Assessors
- Retrofit Designers
- PAS 2030 Certification Bodies
- Local Authorities
- Energy Companies
- Funding Providers
- Building Control
- Approved Contractors
- Professional Advisers
- IT Service Providers
- Government Departments
- Law Enforcement Agencies where legally required.

All third parties are required to maintain appropriate confidentiality and security.

9. Website Cookies

Our website uses cookies to:

- Improve website performance.
- Analyse visitor behaviour.
- Enhance user experience.
- Improve website security.

Users may disable cookies through their browser settings, although some website functions may not operate correctly.

10. Data Security

WEINSULATE.CO.UK LIMITED has implemented appropriate technical and organisational measures to safeguard personal information including:

- Password protected systems
- Secure cloud storage
- Restricted staff access
- Anti-virus protection
- Firewalls
- Encrypted communications where appropriate
- Secure disposal of confidential information
- Staff data protection training.

Whilst every reasonable precaution is taken, no electronic system can be guaranteed completely secure.

11. Data Retention

Personal information will only be retained for as long as necessary to:

- Deliver contracted services.
- Meet legal obligations.
- Satisfy accounting requirements.
- Comply with TrustMark and PAS requirements.
- Resolve disputes.
- Defend legal claims.

Data will then be securely destroyed or anonymised.

12. Individual Rights

Individuals have the right to:

- Be informed.
- Access their personal information.
- Request correction of inaccurate information.
- Request deletion where appropriate.
- Restrict processing.
- Object to processing.
- Data portability where applicable.
- Withdraw consent where processing relies on consent.
- Challenge automated decision making.

Requests should be made in writing using the contact details below.

13. Data Breaches

Any actual or suspected personal data breach must be reported immediately to a Director.

WEINSULATE.CO.UK LIMITED will:

- Investigate all breaches promptly.
- Take immediate action to reduce any risk.
- Notify the Information Commissioner's Office (ICO) where legally required.
- Notify affected individuals where there is a high risk to their rights and freedoms.

14. Children's Data

Our services are intended for individuals aged 18 years and over.

We do not knowingly collect personal information relating to children.

Should such information be obtained inadvertently, it will be deleted without unnecessary delay.

15. Third-Party Websites

Our website may contain links to external websites.

WEINSULATE.CO.UK LIMITED is not responsible for the privacy practices or content of third-party websites and recommends users review their privacy policies separately.

16. Contact Details

If you have any questions regarding this policy or wish to exercise your data protection rights, please contact:

WEINSULATE.CO.UK LIMITED

Registered Office:
Belgrave House
39–43 Monument Hill
Weybridge
Surrey
KT13 8RN

Email: quote@weinsulate.co.uk

Telephone: 07532 755199

17. Complaints

If you are unhappy with how WEINSULATE.CO.UK LIMITED handles your personal information, you have the right to complain to:

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: https://www.ico.org.uk

Telephone: 0303 123 1113

We would, however, appreciate the opportunity to address your concerns before you contact the ICO.

18. Policy Review

This policy will be reviewed annually or sooner if:

- UK GDPR legislation changes.
- Data protection guidance changes.
- Business operations significantly change.
- Following any serious data breach or audit findings.

GDPR Privacy Policy Review

This Privacy Policy will be reviewed annually or sooner if there are significant changes to legislation or our business operations.

Policy Review Date: 01/05/2027

Approved By: Eric Smith-Hutchon

Signature: *E Smith-Hutchon* **Date:** 01/05/2026