

Cathcart & Crawford Home Improvements Privacy Policy

Cathcart & Crawford Home Improvements Limited [Cathcart&Crawford] is committed to protecting and respecting your privacy. Cathcart&Crawford will be a “controller” of the personal information that you provide to us, unless otherwise stated.

What we need

When you contact us as a potential customer, customer, sub-contractor or supplier, we might ask you for the following personal information:

- contact details – name, address, email address, contact telephone number.

You may also give us information about you by corresponding with us by phone, e-mail or any other method. This includes information you provide when you like our Facebook page or communicate with us in any other way.

Why we need your personal data

The reason we need your personal data is to be able to administer and manage you as a potential customer, customer, sub-contractor or supplier, and ultimately provide the services you are contracting us to provide or use. Our lawful basis for processing your personal is that we have a contractual obligation to you provide or use these services.

Reasons we need to process your data include:

For potential customers and customers:

- maintaining a relationship with you, provide you with quotes and progress updates;

For suppliers, including sub-contractors:

- maintaining a relationship with you, provide you with

project opportunities and progress updates.

Who we share your personal information with

If your personal information is included in any images or videos taken by us at any of our projects, we may share this with for promotional and/or journalistic purposes, this includes use on our website and social media outlets including Facebook.

Cathcart&Crawford employs third party suppliers to provide website design and hosting. These suppliers may process personal information on our behalf as “processors” and are subject to written contractual conditions to only process that personal information under our instructions and protect it.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes.

How we protect your personal information

Your personal information is stored on electronic filing systems and servers based in the UK, EU and US, and are accessed by our Directors for the purposes set out above.

We use the services of Google for email services and Wix (Wix.com Ltd) for website hosting. Their privacy policies can be found here: [Google](#) and [Wix](#).

How long we keep your personal information

We will only keep your personal information for as long as

necessary to provide you with our services or use your services.

Unless you ask us not to, we will review and possibly delete your personal information where you have not contracted with us at any time during the previous five years.

We will keep certain personal information for longer in order to confirm your identity, when you were a previous potential customer, customer, sub-contractor or supplier.

Your rights

You can exercise any of the following rights by writing to us at info@cathcartcrawford.com.

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a “subject access request”;
- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Any requests received by Cathcart&Crawford will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner’s Office at www.ico.org.uk.