

Privacy Policy

Introduction

Aaron Small Building Works ("we", "us", "our") is committed to protecting your privacy and ensuring your personal information is handled securely and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, enquire about our services, request a quotation, instruct us to carry out building works, or otherwise interact with our business.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Who We Are

Aaron Small Building Works

Telephone: 01243 822297

Mobile: 07810 881282

Email: Adrianlowrey72@icloud.com

For the purposes of data protection legislation, Aaron Small Building Works is the Data Controller responsible for your personal information.

Information We Collect

Name, email address, telephone number, postal address, property address, details relating to building projects, quotations and works undertaken, information submitted through contact forms, communications sent via email, telephone or social media, marketing preferences, website usage information, IP address and browser information.

How We Collect Information

We collect information when you complete an enquiry form, contact us, request a quotation, engage our services, subscribe to marketing communications or visit our website.

How We Use Your Information

We may use your information to respond to enquiries, provide quotations, carry out building and maintenance works, maintain customer records, improve our services, meet legal obligations, prevent fraud and send marketing communications where permitted by law.

Lawful Basis For Processing

Performance of a contract, compliance with a legal obligation, legitimate business interests and consent where required.

Marketing Communications

Where you have given consent, we may send information regarding our services, promotions, special offers and company news. You may withdraw consent at any time.

Sharing Your Information

We do not sell personal information. We may share information with payment service providers, professional advisers, website hosting providers, IT support providers, subcontractors where necessary to deliver services, and government or regulatory authorities where legally required.

Data Security

We take appropriate technical and organisational measures to safeguard personal information against unauthorised access, accidental loss, alteration, disclosure and misuse.

Data Retention

Customer records, quotations and project information may be retained for up to 7 years. Enquiry form submissions may be retained for up to 24 months. Financial records may be retained for up to 7 years in accordance with HMRC requirements.

Your Rights

You have the right to request access, correction, deletion, restriction, objection and transfer of your personal information where applicable.

Cookies

Our website uses cookies and similar technologies to improve functionality, website performance and user experience. You can manage cookie preferences through your browser settings.

Data Protection Complaints Procedure

If you have concerns regarding how Aaron Small Building Works has handled your personal information, you have the right to make a complaint directly to us.

Email: Adrianlowrey72@icloud.com

Telephone: 01243 822297

Post:

Aaron Small Building Works

(Insert Registered Business Address)

Upon receiving a complaint, we will acknowledge receipt within 30 days, investigate without undue delay, request additional information where necessary, keep records of the complaint and actions taken, and inform you of the outcome as soon as reasonably possible.

Right To Escalate A Complaint

If you remain dissatisfied following our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

ICO Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Third Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices or content of third-party websites and recommend reviewing their privacy policies separately.

Changes To This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory guidance or business operations.