

D L Crease Limited

Privacy Policy

1. SCOPE

This policy applies to personal information collected by D L Crease Limited (DLCL). DLCL complies with data protection legislation as defined by the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018. This regulates the processing of personal data relating to you and grants you various rights in respect of your personal data.

The aim of this policy is to tell you how we will use any personal information we collect or that you have provided to our company via the web site or via other communications with us. Please read it carefully before you proceed. The data controller in respect of this website is Mrs Jill Jackson at D L Crease Limited.

2. WHAT PERSONAL INFORMATION DO WE COLLECT?

We will collect your name, and contact details if you have provided the information as part of a request for information on our products and services and have requested us to respond.

You do not have to give us any personal information in order to use our website. When someone visits www.dlcrease.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is gathered and processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

3. HOW WILL YOUR PERSONAL INFORMATION BE USED AND SHARED?

The personal information we collect allows us to:

- Communicate with you.
- Contact you about our products and services which are relevant to the services that we provide in response to your enquiry (where we have the appropriate permissions to do so. Please see Paragraph 4 for more information).
- Investigate any complaints about the services we have provided and/or our website.

We do not share your personal information with any other third party except where this is essential to provide the services you have requested. This includes obtaining security system certification from the SSAIB and establishing conformity with the Building Control Part P Requirements. We do not use your information for marketing purposes or to provide any unsolicited information about our products and services.

4. COMMUNICATIONS ABOUT OUR PRODUCTS AND SERVICES

Where you have supplied the information and given us the appropriate permissions on the website enquiry or feedback emails we may contact you by email, SMS, telephone or post about our products and services that pertain to your enquiry and are relevant to the services you have requested or purchased.

If at any point, you would like to opt-out of receiving such communications from us, or would like to change the channels that we use to contact you, please email us, stating your preferences, at info@dlcrease.co.uk

5. COOKIES AND RELATED TRACKING TECHNOLOGIES

5.1 Use of Cookies on our website

We use cookies to collect information about how you view our web site. Cookies are small pieces of information sent by a web server to a web browser which allows the server to uniquely identify the browser on each page. We use the following categories of cookies on our website:

Strictly Necessary Cookies

These cookies are essential in order to enable you to move around the website and use its features.

Performance Cookies

These cookies collect anonymous information on how people use our website. For example, we use Google Analytics cookies to help us understand how customers arrive at our site, browse or use our site and highlight areas where we can improve areas. The data stored by these cookies never shows personal details from which your individual identity can be established.

6. LINKS

Our site contains links to other websites of associated suppliers and agencies over which we have no control. We are not responsible for privacy policies or practices of other websites to which you choose to link from this site. We encourage use to review the privacy policies of those other websites so you can understand how they collect, use and share your personal information.

7. DATA SECURITY AND STORAGE

We have implemented reasonable technical and organisational measures designed to secure your personal information from accidental loss and from unauthorised access, use, alteration or disclosure. However, the Internet is an open system and for internet communications we cannot guarantee that unauthorised third parties will never be able to defeat those measures or use your personal information for improper purposes.

We will store your data as long as necessary to provide after sales support or until your enquiry has been resolved and is no longer relevant at which point it will be deleted.

8. SALE OF THE BUSINESS

In the event that the business is sold or integrated with another business, your details will be disclosed to the new owners of the business.

9. ACCESS TO YOUR PERSONAL INFORMATION

You are entitled to see the personal information held about you. If you wish to do this, please contact us at info@dlcrease.co.uk

10. UPDATING YOUR PERSONAL INFORMATION

You may review, correct, update or change your personal information at any time by contacting us at info@dlcrease.co.uk

11. CHANGES TO OUR PRIVACY & COOKIES POLICY

If our Privacy & Cookies Policy changes in any way, we will place an updated version on this web page. Regularly reviewing this page ensures that you are always aware of what personal information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

12. HOW TO CONTACT US

If you have any questions about this statement or your personal information please contact us at info@dlcrease.co.uk