

SnP Installations — Privacy Policy

Last updated: 7/11/2025

SnP Installations (“we”, “us”, “our”) is committed to protecting your personal data and respecting your privacy. This policy explains how we collect, use, and store your information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Business name: SnP Installations

Type: Family-run window, door, bi-fold door, and skylight installation company

Email: Snpinstallations@hotmail.com

Phone: 02477 360255

SnP Installations is the Data Controller responsible for your personal data.

2. Information We Collect

Information you provide directly:

Name

Email address

Phone number

Property address

Details relating to your installation, enquiry, or quote

Any information you include when contacting us

Information collected automatically by website provider :

IP address

Browser type and version

Device type

Pages visited, time spent, and interaction data

Cookies and tracking technologies

Information from third parties:

Analytics providers (e.g., Google Analytics)

Advertising or referral services (if used)

3. How We Use Your Information

We use your personal data to:

Provide quotes

Arrange surveys, site visits, and installations

Respond to enquiries

Improve our website and user experience

Maintain internal business and accounting records

Send service-related updates

Comply with legal obligations

We do not use your data for automated decision-making.

4. Legal Bases for Processing

We process your data using the following legal bases:

Contract – to provide a quote or carry out installation work

Consent – when you opt into marketing

Legitimate Interests – website security, analytics, service improvements

Legal Obligation – invoicing, tax, compliance

5. Sharing Your Information

We may share information with:

Installation partners or contractors (only what's required)

Website hosting and analytics providers

Payment processors (if applicable)

Professional advisers (accountants, insurers)

Government bodies when legally required

We do not sell your personal information.

6. Data Retention

Enquiry and quote information: up to 2 years

Customer and installation records: up to 7 years

Cookie data: varies by cookie type

7. Your Rights

You have the right to:

Access your data

Correct inaccurate data

Request deletion

Restrict or object to processing

Request data portability

Withdraw consent

Complain to the ICO (<https://ico.org.uk/>)

To exercise your rights, contact: [Insert email]

8. Children's Privacy

Our services are intended for adults. We do not knowingly collect data from anyone under 16.

9. External Links

Our website may contain links to other sites. We are not responsible for their privacy practices.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted with a new "Last Updated" date.

SnP Installations – Cookie Policy

This Cookie Policy explains how SnP Installations uses cookies and similar technologies on our website. It should be read alongside our Privacy Policy.

1. What Are Cookies?

Cookies are small text files stored on your device to improve functionality, performance, and user experience.

2. Types of Cookies We Use

Strictly Necessary Cookies:

Required for core website functions such as security, navigation, and session management. These do not require consent.

Analytics & Performance Cookies (require consent):

Used to understand how visitors use our website, helping us improve performance.

Example: Google Analytics.

Functionality Cookies:

Used to remember preferences such as cookie settings or form details.

Advertising / Marketing Cookies (only if used):

Used to deliver relevant advertising or track marketing effectiveness.

3. Cookies We May Use

Example cookies used on our website:

Session ID – for website functionality (expires on browser close)

Cookie Consent – stores your cookie preferences (1 year)

Google Analytics (`_ga`, `_gid`) – tracks website usage (1 day to 2 years)

Form or quote cookies – temporary data storage (minutes to hours)

4. How We Obtain Consent

When you visit our website, a cookie banner appears allowing you to accept, reject, or customise cookies.

Only strictly necessary cookies load automatically.

You can update your settings at any time.

5. Managing Cookies

You can block or delete cookies through your browser settings (Chrome, Safari, Firefox, Edge). Disabling cookies may affect website functionality.

6. Third-Party Cookies

Third-party services such as Google Analytics may set their own cookies. These providers have separate privacy notices.

7. Changes to This Cookie Policy

We may update this Cookie Policy occasionally. Updates will be posted with a new “Last Updated” date