



Privacy Policy



1. Introduction

This Privacy policy explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we will store and handle that data, and keep it safe.

We know that there is a lot of information here but we want you to be fully informed about your rights, and how Clearly Renovations Ltd. uses your data.

We hope the following sections will answer any questions you have, but if not, please do get in touch with us.

It is likely that we will need to update this Privacy Notice from time to time. We will notify you of any significant changes, but you are welcome to come back and check it whenever you wish.

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including:

2. Explaining the legal bases we rely on

Contractual obligations

In certain circumstances, we need your personal data to comply with our contractual obligations.

For example, if you instruct us to be your main contractor we might pass on your address to our subcontractors, architect, QS, purchasing department, delivery and utility companies.

Legal compliance

If the law requires us to, we may need to collect and process your data.

For example, we can pass on details of people involved in fraud or other criminal activity affecting the Partnership to law enforcement.

Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running our business and which does not materially impact your rights, freedom or interests.

For example, we will send our clients a newsletter once in 3 months with our exclusive offers, services, and news. If the client wishes not to receive such newsletters they can do so by following the Unsubscribe link at the bottom of all our emails.

We might also use your address details to send you promotional materials and gifts.

3. When do we collect your personal data?

- When you contact us by any means with queries, complaints etc.
- When you ask us to email you information about a quote, product or service.
- When you enter prize draws or competitions.
- When you book any kind of appointment with us or book to attend an event.

4. What sort of personal data do we collect?

This will include details of our client's full name, postal address, and email address.

5. Why do we use your personal data?

To process any queries, quotes or works that client requested in person, via phone or email. If we do not collect clients personal data, we will not be able to process the information and comply with our legal obligations. On top of that, we would like to inform our clients about services and offers we provide. We do not share your details with 3rd party companies outside our contractual, legal obligations.

6. How do we protect your personal data

We know how much data security matters to all our customers. With this in mind, we treat clients data with the utmost care and take all appropriate steps to protect it. For example, all our employees and subcontractors sign NDA as a part of their contract, not to share or misuse your personal data outside the company's contractual or legal obligations.

7. How long will we keep your personal data?

In order to comply with the General Data Protection Regulations, the details of clients will only be kept for the shortest time required. This will vary according to the type of data being held.

8. What are your rights over your personal data?

An overview of different rights client has the right to request:

- Access to the personal data we hold about them, free of charge in most cases.
- The correction of their personal data when incorrect, out of date or incomplete.
- That we stop using their personal data for direct marketing (either through specific channels, or all channels).
- That we stop any consent-based processing of their personal data after they withdraw that consent.

9. NDAs for employees and contractors

We take data security very seriously at Clearly Renovations and ensure that all our employees and contractors sign NDA to keep your personal data secure and not being misused.