

# Privacy Policy

## Introduction

This Privacy Policy explains how Island Windows & The Plastics Depot Ltd ("we", "us", "our") collects, uses, shares and protects your personal information when you visit our website ([www.islandwindows.uk](http://www.islandwindows.uk)) or interact with us through our contact forms. We are committed to protecting your privacy and handling your data in an open and transparent manner.

## Who We Are

Island Windows & The Plastics Depot Ltd is a company registered in England and Wales (Company No: 13560694) with a registered office at Unit 4a, Marsh Close, Sandown, Isle of Wight, PO36 8EU. We are registered with FENSA (Registration No: 41314) and are VAT registered (VAT No: 389445345).

For the purpose of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, we are the data controller of your personal information.

## Information We Collect

When you use our contact form on our website, we collect the following personal information:

- First name and last name
- Email address
- Telephone number
- Postal code
- Address details
- Information about how you heard about us
- Any additional information you provide in your message to us

## How We Use Your Information

We use the information you provide via our contact form for the following purposes:

- To respond to your enquiries, requests, or questions
- To provide you with information about our products and services
- To fulfil our contractual obligations to you
- To process and manage your order
- To improve our website and services
- To comply with our legal obligations
- For our legitimate business interests, such as maintaining records and managing our business operations

## Legal Basis for Processing

We process your personal information on the following legal bases:

- **Consent:** When you explicitly agree to us using your information for a specific purpose
- **Contract:** When we need to process your information to fulfil our contractual obligations to you
- **Legal Obligation:** When we need to comply with a legal or regulatory obligation
- **Legitimate Interests:** When we use your information for our legitimate business interests in a way that you would reasonably expect as part of running our business and which does not materially impact your rights or interests

## Data Sharing and Transfers

### Business Pilot

The information you submit via our contact form is entered into Business Pilot, a cloud-based business management system that we use to manage our customer relationships, projects, and operations. Business Pilot helps us organise your enquiry, manage communications with you, and provide you with the services you request.

Business Pilot acts as a data processor on our behalf and has implemented appropriate security measures to protect your personal information. For more information about how Business Pilot handles data, please visit their privacy policy at [Business Pilot Privacy Policy](#).

### Other Third Parties

We may also share your personal information with:

- Our suppliers and subcontractors who help us provide our services to you
- Professional advisers including lawyers, accountants, and insurers
- Government bodies, regulators, and law enforcement agencies when required by law

We do not sell your personal information to third parties, and we do not transfer your personal information outside the UK or European Economic Area (EEA) unless adequate protection measures are in place.

## Data Security

We have implemented appropriate technical and organisational measures to protect your personal information against unauthorised or unlawful processing and against accidental loss, destruction, or damage. We limit access to your personal information to those employees, agents, contractors, and other third parties who have a business need to know.

## Data Retention

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal information, we consider:

- The amount, nature, and sensitivity of the personal information
- The potential risk of harm from unauthorised use or disclosure
- The purposes for which we process your personal information and whether we can achieve those purposes through other means
- The applicable legal requirements

In general, we will keep your contact and enquiry information for up to 7 years after your last interaction with us to comply with tax and legal obligations. If you become a customer, we will retain your information in accordance with our customer data retention policy, which may be longer due to warranty and guarantee periods.

## Your Rights

Under the UK GDPR, you have several rights regarding your personal information:

- **Right to access:** You can request a copy of the information we hold about you
- **Right to rectification:** You can ask us to correct any inaccurate or incomplete information
- **Right to erasure:** In certain circumstances, you can ask us to delete your information
- **Right to restrict processing:** In certain circumstances, you can ask us to limit how we use your information
- **Right to data portability:** You can request that we transfer your information to another organisation or to you
- **Right to object:** You can object to our processing of your information for direct marketing or based on legitimate interests
- **Rights relating to automated decision-making and profiling:** You have rights related to how we use your information to make automated decisions

To exercise any of these rights, please contact us using the details below. We may need to request specific information from you to confirm your identity and ensure your right to access your personal information.

## Cookies and Website Analytics

Our website uses cookies and similar technologies to enhance your browsing experience and provide certain features. We also use analytics tools to help us understand how visitors use our website.

For detailed information about the cookies we use, the purposes for which we use them, and how you can control them, please see our Cookie Policy on our website.

## **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes to our practices or for other operational, legal, or regulatory reasons. We will post the updated Privacy Policy on our website and, when required by law, we will notify you of significant changes.

## **Contact Us**

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us at:

**Island Windows & The Plastics Depot Ltd** Unit 4a, Marsh Close Sandown Isle of Wight  
PO36 8EU

Tel: 01983 404036 Email: [support@islandwindows.uk](mailto:support@islandwindows.uk)

## **Complaints**

If you are not satisfied with our response to your concern or believe that we are not processing your personal information in accordance with the law, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

You can contact the ICO at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9  
5AF

Website: [www.ico.org.uk](http://www.ico.org.uk) Telephone: 0303 123 1113

*Last updated: March 8, 2025*