



Welcome to the privacy policy of Climax Windows 2021 Limited ("Climax", "we", "us", or "our"). Our registered company number is 3811370, and we are the controller of the information you share with us. We will process your information only in accordance with this privacy policy.

Climax Windows Ltd recognises the importance of protecting the personal information and the privacy of data provided by you (and that which may personally identify you).

By accessing or browsing our website, contacting us on social media, working with or for us, offering your goods or services to us, purchasing or using any of the goods and services that we provide to you or otherwise providing your information to us (including when entering competitions or when attending our events), you confirm that you have read and understood the entirety of this privacy policy.

Contact details

If you have any questions about this privacy policy or our privacy practices, please contact us in the following ways:

Email address: mail@climaxwindows.co.uk

Telephone: 01297 35053

Postal address: Castle Hill works, Castle Hill, Axminster, Devon, EX13 5PY

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Information we may collect from you, the legal basis we rely on and how we use this information

	Source of data	Categories of personal data	Legal basis
Customer	Website enquiry	Name, address, telephone number(s), email address, enquiry details	Legitimate interest: to respond to your enquiry, e.g. for a quote
Customer	Telephone Call	Name, other information needed to identify you as a customer, recording of phone conversation	Legitimate interest: to assist you on the phone, quality assurance, legal and compliance, and for training and monitoring
Customer	Website visit	Technical information such as IP address, location data, web browser.	Consent or legitimate interest.
Customer	Social media enquiry	Profile information, preferences, interactions via social media (e.g. Facebook, Instagram, Twitter etc)	Legitimate interest: to respond to your enquiry

Customer	Feedback form on website	Name, address, telephone number(s), email address, feedback form content	Legitimate interest: to help us improve our products and services
Customer	Purchase our products/services via our sales consultants	Name, purchase information, address, phone number(s), email	Necessary for performance of a contract, legitimate interest: to send you information about new products, special offers or other information that we think you may find interesting (unless you opt out)
Business	Business-related email communication	Name, company, work email, email contents	Legitimate interest: to respond to your business enquiry
Employee	Working for Climax Windows 2021 as an employee	Name, personal address, DOB, proof of ID, contract, health information, HR information, payment information	Necessary for performance of a contract, necessary for protecting your vital interests, legitimate interest: to administrate your employment with Climax Windows 2021
Supplier	Working with Climax 2021 as supplier	Working with Climax Windows 2021 as supplier	Necessary for performance of a contract

How long we keep your information

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected and to provide the agreed upon guarantee. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

How we protect your information

We always hold your information securely and to prevent unauthorised disclosure or access to your information, we have implemented strong security safeguards including operating our website over the https protocol. We also follow stringent procedures to ensure we work with all personal data in line with current data protection legislation.

Controlling information about you

We may ask you for more such information from time to time, and we will store this information with information we already keep about you. You may change, update or remove it at any time in accordance with this privacy policy. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Your rights over your information

You have the right to request:

- Access to the personal data we hold about you
- The correction of your personal data when incorrect, out of date or incomplete
- The erasure of your personal data in certain situations
- That we stop any consent-based processing of your personal data after you withdraw that consent
- That we stop in certain other situations to our continued processing of your personal data
- That we provide to you the personal data that we hold about you in a structured, commonly used and machine-readable format.

If you wish to exercise any of the rights set out above, please contact us using the contact details above.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Changes to our privacy policy

We may update our privacy policy from time to time. Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by post or email. Please check back frequently to see any updates or changes to our privacy policy. This privacy policy was last updated on 22nd April 2021.