

Privacy Policy – Waltham Shutter Company Limited

Last updated: February 2026

We care about your privacy and want you to feel confident when using our website or booking our services. This Privacy Policy explains, in simple terms, what information we collect, why we collect it, and how we keep it safe.

By using our website or services, you agree to this policy.

1. Who We Are

Waltham Shutter Company Limited (“we”, “us”, “our”) is the Data Controller responsible for your personal information under GDPR.

- Country: United Kingdom
- Email: walthamshuttercompany@gmail.com
- Website: www.walthamshutters.co.uk

“You” means anyone using our website or services.

2. What Information We Collect

We only collect the information we need to provide our services.

Personal Details

When you contact us or make a booking, we may collect:

- Name
- Email address
- Phone number
- Address
- Payment details (bank transfer only)

For security checks on bank transfers, we may occasionally request:

- Proof of identity
- Proof of address

(We only ask for these if absolutely necessary.)

Website & Usage Information

Like most websites, we collect:

- IP address

- Browser details
- Pages visited
- How long you spend on the site
- Device type (computer/mobile)

Cookies

We use cookies to keep the website working properly and to help us improve your experience.

You can turn cookies off in your browser if you prefer.

3. How We Use Your Information

We use your personal information to:

- Respond to your enquiries
- Arrange surveys, quotes or installations
- Process payments
- Send appointment reminders
- Improve our website and customer experience
- Send updates or offers (only if you choose to receive them)

We do not sell your data to anyone.

4. Who We Share Your Data With

We only share data when it is necessary, for example with:

- Website analytics (e.g., Google Analytics)
- Payment processors
- Email or booking systems

All partners must keep your data secure.

5. How Long We Keep Your Data

We keep your information only for as long as we need it to:

- Provide our service

- Meet legal or financial requirements

After that, it is securely deleted.

6. Data Stored Outside the UK

Some of our service providers may store data outside the UK.

We make sure they follow strong data protection rules.

7. Legal Reasons We May Share Data

We may need to share information if required by law or to protect our business from fraud or abuse.

8. How We Keep Your Data Safe

We use appropriate security measures to protect your information.

Although no system is 100% secure, we do everything reasonably possible to keep your data safe.

9. Third-Party Services We Use

- Google Analytics – helps us understand website performance
- Email providers – for sending updates or confirmations
- Payment processors – for secure payments
- Google reCAPTCHA – protects our site from spam

These services have their own privacy policies.

10. Your GDPR Rights

You have the right to:

- Access the data we hold about you
- Ask us to correct or delete your data
- Object to marketing
- Request a copy of your data

- Withdraw consent at any time

To use any of these rights, email us: walthamshuttercompany@gmail.com

11. Our Facebook & Instagram Page

If you interact with our Facebook or Instagram page, they also collect information. Facebook and Instagram are joint controllers for that data and have their own policies about how it is used.

12. Contact Us

If you have any questions about this Privacy Policy or your data, please email: walthamshuttercompany@gmail.com