



PRIVACY POLICY

Privacy Statement

Bailey Hague Joinery Ltd specialise in bespoke joinery work including the manufacture of timber windows and doors and other general joinery works.

This privacy policy explains how Bailey Hague Joinery Ltd uses and protects any information that you give us when using our services. You can be assured that it will be only used in accordance with this privacy statement and for business purposes only.

Information that we collect

We collect data when a customer makes contact usually by telephone, via email or via the website. We only collect data that will enable us to provide services to customers and based only on legitimate business interests. Data collected might include:-

- Name of customer
- Email address of customer
- Telephone number of customer
- Address of property where work is to be undertaken
- Other information as necessary, for example, an Agent's details working on behalf of a customer.

Why we collect data

We collect data to enable us to visit customers and provide quotations for work to be undertaken as well as to enable us to keep customers up to date on orders placed right through to final invoicing once work has been completed.

What we do with data we collect

We are committed to ensuring that your information is secure.

Company Number 6569391

Registered Address: 2 Station Cottages, Moor Lane Trading Estate, Sherburn in Elmet, LS25 6ES

Policy updated May 2018 (GDPR)

We use data for the following reasons:

- Internal record keeping as required by Her Majesty's Government
- To maintain continuity of service

Bailey Hague Joinery Ltd use the following computer software packages:

- "FreeAgent" - accountancy software for providing estimates and invoicing for joinery works
- "Joinerysoft" "JMS" - joinery software for providing quotations for timber windows and doors

Customer details are input into these secure systems which includes customer name, address, telephone number and email address which enables us to provide quotations and to track orders as well as provide invoices.

Bailey Hague Joinery Ltd use the following online membership areas for registering timber window and door work.

- "Fairtrade/Homepro" - for logging Insurance Backed Guarantees for windows and doors
- "Certass" - for registering post completion window and door installations.

We only provide customer surname and address details which is the minimum requirement for the Certification.

You will recognise when providing your information to us through by email, that the internet and email communications over the internet may not be secure. Bailey Hague Joinery Ltd cannot be held responsible for any loss or unauthorised interception of information transmitted via the internet which is beyond our control.

Controlling your personal information

At Bailey Hague Joinery we NEVER sell your data

You may choose to restrict the collection or use of your personal information at any time. If this is necessary please contact us as soon as possible.

You may also request details of personal information which we hold about you. If you would like a copy of the information held please contact us.

Bailey Hague Joinery Ltd, 2 Station Cottages, Moor Lane Trading Estate, Sherburn in Elmet, LS25 6ES

Tel (01977) 680121

Email: info@baileyhaguejoinery.co.uk

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What to do if you have a complaint

If you have concerns or wish to log a complaint with the UK supervisory authority please visit the ICO website for further information at <https://ico.org.uk/concerns/>