

Privacy Policy

We Fix Windows UK Ltd · Company number 16963438

Effective Date: 11 August 2026

We Fix Windows UK Ltd (“we”, “us”, “our”) is committed to protecting your personal information. This Privacy Policy explains what we collect, why we collect it, how we use it and the rights you have over your data.

We are the data controller for the information described below and process personal data in line with the UK GDPR and the Data Protection Act 2018.

1. Information We Collect

- **Contact details:** your name, address, telephone number and email address when you request a quote, book a repair or contact us.
- **Job information:** property details, photographs of windows or doors you send us, measurements, survey notes and service history.
- **Payment information:** records of deposits, invoices and payments received. We do not store full card details.
- **Correspondence:** emails, text messages, call notes and enquiry form submissions.
- **Technical data:** basic website usage information such as pages visited and device type, where you allow it.

2. How We Use Your Information

- To prepare quotations and provide the repair, replacement, installation and tinting services you request.
- To arrange appointments, order parts from suppliers and keep you updated about your job.
- To take payment, issue invoices and keep accounting records.
- To honour guarantees and deal with any aftercare, warranty or complaint.
- To meet our legal, tax and insurance obligations.

3. Lawful Basis for Processing

- **Contract:** processing needed to quote for and carry out the work you have asked us to do.
- **Legal obligation:** keeping financial and health & safety records required by law.
- **Legitimate interests:** running and improving our business, preventing fraud and defending legal claims.
- **Consent:** optional marketing messages, which you can withdraw at any time.

4. Sharing Your Information

We never sell your personal data. We share it only where necessary with:

- Glass manufacturers, hardware suppliers and subcontract fitters who need your details to fulfil your order.
- Our accountant, payment processors, insurers and professional advisers.
- Regulators, law enforcement or other authorities where we are legally required to do so.

5. How Long We Keep It

- Quotes that do not proceed: up to 12 months.

- Completed job records and guarantees: 6 years after completion, to cover warranty and legal claim periods.
- Financial and tax records: 6 years as required by HMRC.

6. Your Rights

You have the right to request access to your data, to have inaccurate data corrected, to request erasure or restriction, to object to processing, and to data portability. To exercise any of these rights, contact us using the details below.

You also have the right to complain to the Information Commissioner's Office (ICO) at ico.org.uk if you are unhappy with how we handle your data.

7. Security

We use appropriate technical and organisational measures to keep your information secure, including access-controlled devices and accounts. No transmission over the internet can be guaranteed to be completely secure, but we take all reasonable steps to protect your data.

8. Cookies & Website Use

Our website uses only the cookies and local storage needed for the site to function. We do not use advertising cookies or sell website data. Enquiry forms on this site open your own email application — the details you type are sent by you, directly to us.

9. Contact Us

- **Email:** wefixglazing@outlook.com
- **Phone:** 07563 795418
- **Address:** 33 Breezehill, Wootton, NN4 6AG