



## Protection Policy

Outlook Window Systems Ltd recognises the importance of protecting the personal information and the privacy of data provided by you. Outlook Window Systems Ltd, will not sell your data but the information you provide to us when you use our website will enable us to provide you with access to all parts of our website and will be used for several general purposes including:

- Personalising your experience of our website to deal with your requests and queries
- Providing you with information about products and services you have requested
- Allowing our Sales Consultant and Service Engineers to follow up our service, either by email, telephone, or mail, as part of our customer care procedure.

### What we collect

- Name
- Contact information including email address and telephone

### What we do with the information

- To respond to your enquiries
- For internal record keeping
- A contract of order: Personal information is processed, stored by Outlook Window Systems Ltd for ten years. (After ten years all documents are destroyed)

Your order and personal data is shared with third parties for the purposes of fulfilling the requirements of the Competent Person Scheme for self-certification under the Building Regulations.

- Third parties: FENSA, QANW Insurance Backed Guarantee, & NICEIC (if required). Personal data includes title, name, address, phone numbers and email address. This data will be used to provide essential documentation and will be retained on our files for the lifetime of the guarantees which do not exceed 10 years.

### Withdrawal of consent, erasure, and information access

At any time, you may request any of the following enquiries or actions related to your privacy:

- To withdraw your consent for activities for which you have previously consented
- To request a copy of the information that we hold on you
- To request the deletion of information that we hold on you
- If you believe that information we are holding on you is incorrect or incomplete, we will promptly correct any information with your consent

**Please write or email us as soon as possible using the details below:**

Outlook Window Systems Ltd  
Unit 5/6/7 Baddesley Park Industrial Estate,  
North Baddesley, Southampton, Hampshire, SO52 9NW  
enquiries@outlookwindows.co.uk

