



## Privacy Policy

Insight Home Improvements Ltd

Effective date: 05/02/2026

### 1. Introduction

Insight Home Improvements Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect personal information when you contact us, use our services, or visit our website.

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 2. Who We Are

Company name: Insight Home Improvements Ltd

Registered company number: 16937135

Email: [hello@insighthome.co.uk](mailto:hello@insighthome.co.uk)

Telephone: 02381 780789

We are the “data controller” of any personal information you provide.

### 3. What Personal Data We Collect

We may collect and process the following personal information:

Name

Address (for quotes and work delivery)

Email address

Telephone number

Details about your home improvement enquiry or project

Payment or invoicing details (where relevant)

Any communications you send to us

If you use our website, we may also collect:



IP address

Browser type and device information

Cookies and usage data

#### **4. How We Collect Your Data**

We collect personal information when you:

Request a quote

Contact us by phone, email, or online form

Engage us to carry out building or improvement works

Provide details for invoicing or payment

Visit our website (via cookies/analytics)

#### **5. How We Use Your Personal Data**

We use your information to:

Respond to enquiries and provide quotations

Carry out contracted work and customer service

Arrange site visits and project scheduling

Issue invoices and manage payments

Maintain business records for legal and tax purposes

Improve our services and website performance

#### **6. Lawful Basis for Processing**

Under UK GDPR, we rely on the following lawful bases:

Quote/Contract – where processing is necessary to perform work agreed with you

Legitimate interests – for running our business and responding to enquiries

Legal obligation – for compliance with tax, accounting, or regulatory duties

Consent – where required (e.g., marketing communications)



## **7. Sharing Your Information**

We do not sell your personal data.

We may share information with trusted third parties only where necessary, such as:

Accountants or bookkeeping providers

Payment processors or banks

Subcontractors working on your project (only relevant details)

Legal or regulatory authorities where required by law

All third parties are required to handle your data securely and lawfully.

## **8. Data Storage and Security**

We take reasonable steps to protect your personal information, including:

Secure storage of digital records

Restricted access to personal data

Password protection and encryption where appropriate

We retain personal data only as long as necessary for business and legal purposes.

## **9. How Long We Keep Your Data**

We keep your information:

For the duration of a project and aftercare period

For up to 6 years for accounting/tax purposes

Longer if required by law or for legal claims

## **10. Your Data Protection Rights**

You have the right to:

Request access to your personal data

Request correction of inaccurate data

Request deletion (in certain circumstances)



Object to processing

Request restriction of processing

Request data portability

Withdraw consent where applicable

To exercise these rights, contact us at: [hello@insighthome.co.uk](mailto:hello@insighthome.co.uk)

## **11. Marketing**

We will only send marketing communications if you have agreed or where permitted by law.

You can opt out at any time by contacting us or using an unsubscribe link.

## **12. Cookies**

Our website may use cookies to improve user experience and analyse traffic.

You can manage cookies through your browser settings.

[Add cookie banner/manager details if applicable.]

## **13. Complaints**

If you have concerns, you can contact us directly first: Email: [hello@insighthome.co.uk](mailto:hello@insighthome.co.uk)

You also have the right to complain to the Information Commissioner's Office (ICO):

ICO website: <https://www.ico.org.uk> Telephone: 0303 123 1113

## **14. Updates to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available upon request or on our website.

## **15. Contact Information**

If you have questions about these Terms, please contact:

Insight Home Improvements Ltd

Phone: 02381 780789

Email: [hello@insighthome.co.uk](mailto:hello@insighthome.co.uk)

Registered Company Number: 16937135