

Privacy Policy

Privacy Policy

Amazing Glazing (Kent) Ltd is committed to protecting your privacy and handling your personal information responsibly.

This Privacy Policy explains what information we collect, how we use it, who we may share it with, how we protect it and your rights under UK data protection legislation.

Who We Are

Amazing Glazing (Kent) Ltd is a supplier and installer of windows, doors, conservatories, roofline products and associated home improvements.

If you have any questions regarding this Privacy Policy or the personal information we hold, please contact us using the details below.

Information We Collect

Depending on the services you require, we may collect:

- Your name.
 - Property address.
 - Postal address (if different).
 - Telephone numbers.
 - Email address.
 - Survey information.
 - Product specifications.
 - Installation information.
 - Order history.
 - Payment information.
 - Photographs taken before, during and after surveys or installations.
 - Correspondence by telephone, email or letter.
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How We Use Your Information

We use your personal information to:

- Prepare quotations.
- Arrange appointments.
- Carry out technical surveys.

- Manufacture and supply products.
 - Install windows, doors, conservatories and roofline products.
 - Register qualifying installations with FENSA.
 - Arrange Insurance Backed Guarantees through HomePro where applicable.
 - Provide guarantees, aftercare and customer service.
 - Respond to enquiries and service requests.
 - Comply with our legal obligations.
 - Improve our products and services.
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Photographs

Amazing Glazing (Kent) Ltd may take photographs before, during and after surveys or installations.

These photographs may be used for:

- Survey purposes.
- Installation records.
- Quality control.
- Warranty administration.
- Complaint investigation.
- Internal staff training.

Photographs are stored securely and will not be used in advertising or promotional material without your separate permission.

Sharing Your Information

Where necessary, we may share your information with:

- FENSA.
- HomePro Insurance Backed Guarantee providers.
- Manufacturers and suppliers.
- Delivery companies.
- Installation teams and subcontractors.
- Professional advisers.
- Regulatory authorities where required by law.

We only share information where necessary to provide our services or comply with legal obligations.

We do **not** sell, rent or pass your personal information to third parties for their own marketing purposes.

Marketing

Amazing Glazing (Kent) Ltd may contact existing customers and individuals who have previously requested a quotation or arranged an appointment regarding similar products and services that may be of interest, including replacement windows, doors, conservatories, roofline products and related home improvements.

If you no longer wish to receive marketing communications from Amazing Glazing (Kent) Ltd, please let us know at any time and we will remove your details from our marketing lists.

Storage and Security

We take reasonable steps to protect your personal information against unauthorised access, loss, misuse or disclosure.

Information may be stored electronically and in paper records.

Access to customer information is restricted to authorised members of staff who require it to carry out their duties.

How Long We Keep Your Information

We retain customer records only for as long as reasonably necessary to fulfil our contractual, legal, warranty and business obligations.

Your Rights

Under UK data protection legislation, you have the right to:

- Request access to the personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of your personal information where appropriate.
- Object to certain processing of your information.
- Request restriction of processing.
- Request a copy of the personal information we hold about you.

If you are unhappy with how we handle your personal information, you also have the right to complain to the Information Commissioner's Office (ICO).

Contact Us

Amazing Glazing (Kent) Ltd

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