Privacy Policy – Aldridge Installations Ltd

Last updated: May 2026

Aldridge Installations Ltd (“we”, “our”, “us”) is committed to protecting your privacy and handling your personal information responsibly.

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

1. Who We Are

Aldridge Installations Ltd
Company Number: **08773799**
Registered Address: **60 High Street, Totton, SO40 9HN**
Email: **simon@aldridgeinstallations.co.uk**

We specialise in the supply and installation of **windows, doors, conservatories and related home improvement services**.

2. Information We Collect

We may collect and process the following information:

- Name
- Email address
- Telephone number
- Postal address
- Property and project information
- Images, documents or files you choose to upload
- Payment information where relevant
- Website usage information through cookies and analytics tools

3. How We Collect Your Information

We collect information when you:

- Submit an enquiry or contact form
- Request a quotation
- Book an appointment or consultation
- Create or use a customer account (where applicable)
- Upload information or files through our website
- Communicate with us by email, phone or social media
- Browse our website

4. How We Use Your Information

We use your information to:

- Respond to enquiries
- Prepare quotations and provide services
- Arrange surveys, installations and appointments
- Manage customer relationships and accounts
- Process payments where required
- Improve our website, services and customer experience
- Meet our legal and regulatory obligations

We only use your information where we have a lawful basis under UK data protection law.

5. Cookies, Google & Facebook Tracking

Our website may use cookies and similar technologies to improve functionality and understand how visitors use our site.

We may use services including:

- **Google Analytics** – to understand website traffic and usage.
- **Google Services** – for website functionality, advertising or performance monitoring.
- **Facebook / Meta tools** – to measure advertising performance and improve marketing.

These services may collect information such as IP address, browser type, pages visited and website interactions.

You can manage cookie preferences through your browser settings or our cookie banner where available.

6. Sharing Your Information

We do not sell your personal information.

We may share information with trusted third parties where necessary, including:

- Payment providers
- IT, website and hosting providers
- Surveyors, contractors or suppliers involved in delivering services
- Professional advisers or regulators where legally required

All third parties are expected to handle data securely and lawfully.

7. Data Retention

We keep personal information only for as long as reasonably necessary for business, legal, accounting or warranty purposes.

8. Your Rights

Under UK GDPR, you may have rights including:

- Access to your personal information
- Correction of inaccurate information
- Deletion of information in certain circumstances
- Restriction or objection to processing
- Data portability where applicable

To exercise your rights, contact:

simon@aldridgeinstallations.co.uk

9. Complaints

If you are unhappy with how your information is handled, you may contact the UK Information Commissioner's Office (ICO).

10. Changes to This Policy

We may update this Privacy Policy from time to time. Any updates will be posted on this page.