

## Privacy Policy

### Introduction

At Sussex Bespoke Garden Rooms, we are committed to protecting and respecting your privacy. This policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others, and how we keep it secure.

This policy applies to the use of our website and any services provided by Sussex Bespoke Garden Rooms.

### 1. Who We Are

Sussex Bespoke Garden Rooms is a family-run construction business based in Hailsham, East Sussex, offering services across Sussex. We specialise in garden rooms, extensions, double glazing, and general building projects. Our registered business address is Bayham Road, Hailsham, East Sussex.

### 2. What Information Do We Collect?

We may collect the following types of personal information:

- **Contact Information:** Name, address, telephone number, and email address.
- **Project Information:** Details related to your project inquiries, including budget, preferences, and any other relevant information.
- **Technical Information:** IP address, browser type, and other data collected via cookies (see section on cookies).
- **Payment Details:** Only if required for services, and handled securely.

### 3. How Do We Collect Information?

We collect information from you in the following ways:

- **Directly:** When you contact us via our website, email, or phone to inquire about our services.
- **Automatically:** Through cookies and similar tracking technologies when you visit our website.
- **Third Parties:** If you have provided your consent to third-party services that we use for marketing or project management purposes.

### 4. How Is Your Information Used?

We may use your information for the following purposes:

- To respond to inquiries and provide quotes for services.
- To manage and deliver projects you have requested.
- To communicate important updates or information relevant to your project.
- To process payments.
- To carry out marketing communications (only with your explicit consent).
- To improve our website and services based on technical data.

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including legal and accounting requirements.

### 5. Who Has Access to Your Information?

We do not sell or rent your personal data to third parties. We may share your information with third parties to:

- Facilitate payments (e.g., payment processors).
- Provide services related to your project (e.g., subcontractors).
- Comply with legal obligations or regulations.
- Fulfil marketing activities, but only with your consent.

We will take all necessary steps to ensure that your data is treated securely and in accordance with this Privacy Policy.

### 6. Your Rights

Under UK GDPR, you have the following rights:

- **Access:** You can request a copy of the personal information we hold about you.
- **Correction:** You can ask us to correct any incorrect or outdated information.
- **Erasure:** You can request that we delete your personal data, where applicable.
- **Objection:** You can opt out of direct marketing or other processing based on legitimate interests.
- **Data Portability:** You can request the transfer of your personal data to another party.

To exercise these rights, please contact us at [Insert Contact Information]. We will respond to your request within one month.

## 7. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

## 8. Cookies

Our website uses cookies to improve your browsing experience. Cookies are small files placed on your device that allow us to recognize your preferences and enhance your visit. You can choose to accept or decline cookies through your browser settings.

For more information, see our **Cookie Policy** [insert link to a separate cookie policy if applicable].

## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time, and any changes will be posted on our website. This policy was last updated on [Insert Date Here].

## 10. How to Contact Us

If you have any questions or concerns about this Privacy Policy or your personal data, please contact us at:

**Sussex Bespoke Garden Rooms**  
Hailsham, East Sussex  
Email: [cmgardenrooms@gmail.com](mailto:cmgardenrooms@gmail.com)