

Qraft LTD customer privacy notice

Registered name: Qraft LTD

We are the controller of your personal data. For more information on controllers and their responsibilities please see our guidance on [data protection principles, definitions, and key terms](#).

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details

Telephone

01312125920

Email

info@qraftltd.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Photographs or video recordings

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address

- Video recordings of public areas
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We collect and use personal information where it is necessary for our legitimate interests in operating our joinery and building business and providing our services to customers. This includes: Responding to enquiries and preparing quotations. Managing customer accounts and communicating about projects. Planning, delivering, and completing joinery and building work. Purchasing and delivering materials required for projects. Managing contracts, invoicing, and processing payments. Maintaining records of completed work and warranties. Providing aftercare, maintenance, and customer support. Improving our services, managing our business operations, and preventing fraud or misuse.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to provide and improve products and services for clients are:

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We collect and use personal information to manage customer accounts, maintain records of work completed, administer guarantees and warranties, respond to customer enquiries, and provide aftercare and support. The lawful bases we rely on are: Performance of a contract – where processing is necessary to provide our services, manage customer accounts, fulfil contractual obligations, and administer guarantees or warranties included as part of our agreement with you. Legal obligation – where we are required to retain certain records to comply with applicable laws, such as tax, accounting, or consumer protection requirements. Legitimate interests – where processing is necessary to operate our business efficiently, maintain accurate customer records, handle warranty claims, resolve disputes, and provide ongoing customer support, provided these interests are not overridden by your rights and freedoms.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for the operation of customer accounts and guarantees are:

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - To maintain accurate records, demonstrate compliance with legal and regulatory requirements, protect our business from legal claims, manage audits and inspections, and ensure the lawful and efficient operation of our joinery and building business.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information to comply with legal requirements are:
- Recognised legitimate interests - our pre-approved purpose for collecting or using personal information for recruitment purposes are:

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - To respond to customer queries, investigate and resolve complaints, manage warranty claims, protect our legal rights, improve our services, and maintain positive customer relationships while ensuring personal information is handled fairly and securely.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

- Recognized legitimate interests - our pre-approved purpose for collecting or using personal information for dealing with queries, complaints or claims are:

Where we get personal information from

- Publicly available sources
- Suppliers and service providers
- Third parties:
- We obtain personal information directly from our customers and, where appropriate, from third parties such as architects, structural engineers, surveyors, interior designers, main contractors, property developers, estate agents, local authorities, and customers who refer us, where this is necessary to provide our services.

How long we keep information

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including providing our services, meeting our legal and regulatory obligations, resolving disputes, and protecting our legal rights.

Unless a longer retention period is required by law or is necessary in connection with a legal claim or ongoing dispute, we retain personal information for **6 years** from the completion of the relevant project, the end of our business relationship, or the date of the last interaction.

At the end of the retention period, personal information is securely deleted, destroyed, or anonymised in accordance with our data protection procedures.

Who we share information with

Others we share personal information with

- Professional or legal advisors
- Relevant regulatory authorities
- External auditors or inspectors
- Warranty and guarantee providers
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Suppliers and service providers

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@qraftltd.co.uk

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>