

Privacy Policy

Last updated: 18 September 2025

This Privacy Policy explains how Stone and Glass ("the Company", "we", "us", or "our") collects, uses, and protects your personal information when you use our website www.stoneandglass.co.uk (the "Service").

We are committed to protecting your privacy in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Information We Collect

We may collect the following types of personal data:

- Contact details (name, email address, phone number, postal address).
- Transaction details (orders, quotes, payments).
- Usage data (IP address, browser type, pages visited, time and date of visits).
- Cookies and tracking data (see Section 7).

2. Legal Basis for Processing

We process your personal data on the following legal grounds:

- Contract: to provide products/services you request, including quotes and installations.
- Consent: where you have opted in to receive marketing communications.
- Legal obligation: to comply with financial, tax, and consumer protection laws.
- Legitimate interests: to improve our website, products, and customer service, provided these interests do not override your rights.

3. How We Use Your Data

We use your personal data to:

- Provide, deliver, and maintain our services.
- Manage customer accounts and orders.
- Communicate with you about products, services, and enquiries.
- Send marketing communications (if you have opted in).

- Improve our website and services through analytics.
- Comply with legal obligations.

4. Sharing Your Data

We may share your data with:

- Service providers (IT, hosting, analytics, payment processors).
- Suppliers and subcontractors involved in fulfilling your order.
- Regulatory authorities if required by law.
- Third parties with your explicit consent.

We do not sell your personal data.

5. International Transfers

If your data is transferred outside the UK, we ensure appropriate safeguards are in place (such as Standard Contractual Clauses) to protect your rights.

6. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil the purposes described above.
- Comply with legal and regulatory requirements.
- Resolve disputes and enforce agreements.

Typically, customer and transaction data is kept for 6 years in line with HMRC requirements.

7. Cookies

Our website uses cookies to improve functionality and user experience.

- Essential cookies are required for the site to function.
- Analytics cookies help us understand how our website is used.
- Marketing cookies may be used if you consent.

You can manage or disable cookies through your browser settings. For more details, see our [\[Cookies Policy\]](#).

8. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data.
- Request correction of inaccurate data.
- Request erasure of your data (the “right to be forgotten”).
- Restrict processing of your data.
- Object to processing, including direct marketing.
- Request data portability.

To exercise any of these rights, please contact us (see Section 11). We will respond within one month.

9. Security

We use appropriate technical and organisational measures to protect your data. However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

10. Complaints

If you believe your data has been misused, you can complain to us directly. You also have the right to lodge a complaint with the Information Commissioner’s Office (ICO):

<https://ico.org.uk>
Tel: 0303 123 1113

11. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us:

Stone and Glass
8A Manchester Rd
Haslingden
Rossendale
BB4 6LB

Website: www.stoneandglass.co.uk