

PRIVACY POLICY

Introduction

ALC Building Services ("we", "us", "our") is committed to protecting your privacy and ensuring your personal information is handled securely and transparently.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit our website, contact us, request a quotation, enquire about our services, engage us for building works, or otherwise interact with our business.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025.

Who We Are

ALC Building Services

Telephone: 02392 790004

Mobile: 07850 990038

Email: info@alcbuildingservices.co.uk

For the purposes of data protection legislation, ALC Building Services is the Data Controller responsible for your personal information.

Information We Collect

We may collect and process the following information:

- Name
- Email address
- Telephone number
- Property address where works are to be carried out
- Details relating to enquiries, quotations and projects
- Information submitted through website contact forms
- Communications sent via email, telephone or social media
- Marketing preferences

- Website usage information
- IP address and browser information

How We Collect Information

We collect information when you:

- Complete an enquiry form
- Contact us by telephone, email or social media
- Request a quotation
- Arrange building, renovation, maintenance or repair works
- Subscribe to marketing communications
- Visit our website

How We Use Your Information

We may use your information to:

- Respond to enquiries
- Prepare and provide quotations
- Arrange and carry out building and construction services
- Maintain customer records
- Process invoices and payments
- Improve our services
- Meet legal and regulatory obligations
- Prevent fraud
- Send marketing communications where permitted by law

Lawful Basis For Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract

- Compliance with a legal obligation
- Legitimate business interests
- Consent where required

Marketing Communications

Where you have given consent, we may send information regarding our services, promotions, company updates and relevant industry information.

You may withdraw your consent at any time by contacting us or using the unsubscribe option included within our marketing communications.

Sharing Your Information

We do not sell personal information.

We may share information with:

- Professional advisers
- Accountants and legal advisers
- Website hosting providers
- IT support providers
- Payment processors
- Contractors or subcontractors involved in delivering services
- Government, regulatory or law enforcement authorities where legally required

Data Security

We take appropriate technical and organisational measures to safeguard personal information against unauthorised access, accidental loss, alteration, disclosure and misuse.

Data Retention

Customer records and project information may be retained for up to 7 years following completion of works.

Enquiry form submissions may be retained for up to 24 months.

Financial records may be retained for up to 7 years in accordance with HMRC requirements.

Your Rights

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

- Access your personal information
- Correct inaccurate information
- Request deletion of information
- Restrict processing
- Object to processing
- Request transfer of your information where applicable

To exercise any of your rights, please contact us using the details provided in this Privacy Policy.

Cookies

Our website uses cookies and similar technologies to improve functionality, website performance and user experience.

You can manage cookie preferences through your browser settings. Where required, a cookie consent banner will allow you to manage your preferences when visiting our website.

Data Protection Complaints Procedure

If you have concerns regarding how ALC Building Services has handled your personal information, you have the right to make a complaint directly to us.

Email: info@alcbuildingservices.co.uk

Telephone: 02392 790004

Mobile: 07850 990038

Upon receiving a complaint, we will:

- Acknowledge receipt of your complaint within 30 days
- Investigate the matter without undue delay
- Request additional information where necessary
- Keep records of the complaint and any actions taken
- Inform you of the outcome as soon as reasonably possible

Right To Escalate A Complaint

If you remain dissatisfied following our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

Website: <https://ico.org.uk>

Telephone: 0303 123 1113

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Third Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices, content or security of third party websites and recommend reviewing their privacy policies separately.

Changes To This Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, regulatory guidance or business operations.

Any updates will be published on this page and the revised version will take effect immediately upon publication.

Last Updated: June 2026