



Privacy Policy

DKM Home Improvements LTD

Trading as **The Blind Mannie**

This Privacy Policy explains how DKM Home Improvements LTD ("we", "us", "our"), trading as *The Blind Mannie*, collects, uses, stores, and protects your personal data. We are committed to protecting your privacy and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who We Are

Data Controller: DKM Home Improvements LTD

Trading Name: The Blind Mannie

If you have any questions about this Privacy Policy or how we handle your data, you can contact us at:

- **Email:** theblind-mannie@outlook.com
- **Phone:** 01569 668469]
- **Address:** 18 Sclattie Park AB21 9QR

2. What Personal Data We Collect

We may collect and process the following types of personal data:

- **Identity Data:** Name, title.
- **Contact Data:** Address, email address, telephone number.
- **Customer Data:** Enquiries, quotations, orders, installation details, and correspondence.
- **Payment Data:** Payment status and transaction references (we do not store full card details).
- **Technical Data:** IP address, browser type, device information (if you use our website).
- **Marketing Preferences:** Your preferences in receiving marketing from us.

3. How We Collect Your Data

We collect personal data in the following ways:

- When you contact us by phone, email, website forms, or social media.

- When you request a quote or place an order.
- When we carry out work or provide services.
- Automatically through cookies and similar technologies on our website.

4. How We Use Your Personal Data

We use your personal data to:

- Respond to enquiries and provide quotations.
- Deliver products and services, including installations and repairs.
- Manage payments, invoices, and accounts.
- Communicate with you about your order or service.
- Improve our services and customer experience.
- Comply with legal and regulatory obligations.

5. Legal Basis for Processing

We process your personal data under the following lawful bases:

- **Contract:** Where processing is necessary to perform a contract with you.
- **Legitimate Interests:** To run and improve our business, provided your rights are not overridden.
- **Legal Obligation:** To comply with legal or regulatory requirements.
- **Consent:** Where you have given explicit consent (e.g. marketing communications).

6. Marketing Communications

We may contact you with information about our services where you have requested a quote or are an existing customer.

You can opt out of marketing communications at any time by:

- Clicking the unsubscribe link in our emails, or
- Contacting us directly.

7. Sharing Your Personal Data

We do not sell your personal data.

We may share your data with:

- Trusted suppliers and subcontractors where required to deliver services.
- Professional advisers such as accountants or insurers.
- HMRC or other authorities where legally required.

All third parties are required to respect the security of your personal data and to treat it in accordance with the law.

8. Data Security

We have appropriate technical and organisational measures in place to protect your personal data against unauthorised access, loss, misuse, or disclosure.

Access to personal data is limited to those who have a business need to know.

9. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes we collected it for, including legal, accounting, or reporting requirements.

Typically:

- Customer records are kept for up to **6 years** for tax and legal purposes.
- Marketing data is kept until you withdraw consent.

10. 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.
- Object to or restrict processing.
- Request data portability.
- Withdraw consent at any time.

To exercise any of these rights, please contact us using the details above.

11. Cookies

What Are Cookies?

Cookies are small text files that are placed on your device when you visit a website. They help websites function properly, improve user experience, and provide information to the site owner.

How We Use Cookies

Our website uses cookies to:

- Ensure the website functions correctly.
- Improve website performance and usability.
- Understand how visitors use our website.

Types of Cookies We May Use

- **Strictly Necessary Cookies:** Required for the operation of our website and cannot be switched off.
- **Performance & Analytics Cookies:** Help us understand how visitors interact with our website (e.g. pages visited, time spent on site).
- **Functionality Cookies:** Remember your preferences and settings.

We do not use cookies to collect personally identifiable information without your consent.

Managing Cookies

You can control or disable cookies through your browser settings. Please note that disabling cookies may affect how our website functions.

Third-Party Cookies

Some cookies may be placed by third-party services (such as website analytics providers). These third parties are responsible for their own cookies and privacy practices.

For more information about cookies and how to manage them, visit www.allaboutcookies.org.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the updated version will apply from the date of publication.

14. Complaints

If you are unhappy with how we handle your personal data, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO):

- Website: <https://ico.org.uk>
- Phone: 0303 123 1113

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