



*NOTE: GDPR compliance is an evolving process and we expect to update this document as further advice and examples become available from the UK Information Commissioner's office.*

Imperial Ductwork Services Ltd takes your privacy seriously and we commit ourselves to protecting and respecting your privacy when you are visiting and using our website [www.imperialductwork.co.uk](http://www.imperialductwork.co.uk) (the "Website"). This privacy policy describes how and why we obtain, store and process data which can identify you.

**What information may we collect from you?**

Any personal information we collect from the Website or otherwise will be used in accordance with the Data Protection Act 2018 and other applicable laws.

The type of information we will collect about you includes:

name;  
address;  
telephone number;  
email address; and

If you contact us, we may keep a record of that correspondence.

**How will personal information about you be used by us?**

Personal information may be used for one or more of the following purposes:

- to provide you with information, products or services that you request from us or selected third parties. (where you have consented to be contacted for such purpose);
- to support your customer relationship with us.

**How we store your IP address and cookies?**

In order to help us understand how visitors to the Website use it and to assist us in introducing changes and improvements to it, we collect IP addresses and, if your web browser is set up to accept them, we use a feature known as a "cookie".

Cookies contain bits of information that websites transfer to your computer's hard drive for record keeping purposes. Cookies can make the internet more useful by storing information about your preferences on a particular website such as ours.

We use cookies to access your previously stored information, to estimate our audience size and usage patterns and to assist us in targeting page content and adverts.

The internet browsers on most computers are usually set to accept cookies. You can choose to disable this through your browser's settings, and you can delete cookies that are already stored in the cookie folder on your computer. If you opt to disable persistent cookies on your browser, you experience of the Website may be less enjoyable as suggested information may not be as relevant to you.

**IT Data Security**

Employees at Imperial Ductwork Services Ltd must access a variety of IT resources, including computers and other hardware devices, data storage systems, and other accounts. Passwords are a key part of IT's strategy to make sure only authorised people can access those resources and data. All employees who have access to any of those resources are responsible for choosing strong passwords and protecting their log-in information from unauthorised people. Please refer to our IT Policy for further information on our arrangements for IT Security.

**Training for Staff**

All IDSL employees when joining the business are subjected to specific training through their office protocol and initial set-up. This includes full transparency on compliance with data protection.

**Your Consent**

By submitting your information to us you consent to the use of that information as set out in this policy. If we change our privacy policy, we will post the changes on this page and may place notices on other pages of the Website, so that you are aware of the information we collect and how we use it at all times. Continued use of the Website will signify that you agree to any such changes.

A handwritten signature in black ink, appearing to read 'D. Barnes'.

Dean Barnes  
Managing Director

July 2024