CS BATHROOM & KITCHEN COMPANY

PRIVACY & COOKIES POLICY

Privacy Policy

At CS Bathroom & Kitchen Company, we respect your privacy and are committed to protecting your personal information. This policy explains how we collect, use and protect information you provide when contacting us, requesting an estimate or using our website.

Who We Are

CS Bathroom & Kitchen Company
Unit 22, The Old Malthouse, Springfield Road, Grantham, Lincolnshire, NG31 7BG
Email: enquiries@cs-plumbing.com
Telephone: 07348 637633
Legal name: CS Bathroom & Kitchen Company LTD | Company number: 17471202

Information We Collect

When you contact us or submit an enquiry, we may collect:

- Your name, telephone number and email address.
- Your property address and project location.
- Details of the work you are considering.
- Photographs, measurements or other information you choose to provide.
- Relevant correspondence, estimates and project records.

Our website may also collect technical information through cookies and similar technologies.

How We Use Your Information

- Respond to enquiries and arrange home visits.
- Prepare designs, estimates and quotations.
- Plan and carry out agreed work.
- Communicate about appointments, installations and ongoing projects.
- Manage invoices, payments and business records.
- Meet our legal and accounting obligations.

We process personal information where necessary to take steps before entering into a contract, fulfil a contract, comply with legal obligations or pursue legitimate business interests, as appropriate.

We will only send marketing communications where we have a lawful basis to do so. You can opt out of marketing at any time.

How Your Information Is Stored and Shared

We use trusted service providers to support our business operations, including Fergus for managing customer enquiries and projects, and Yola for our website.

We may also share relevant information with suppliers, subcontractors, professional advisers or other service providers where necessary to deliver our services or meet legal requirements. We do not sell your personal

information.

Where information is processed outside the UK, we will ensure appropriate data protection safeguards apply.

How Long We Keep Your Information

We keep personal information only for as long as necessary for the purposes for which it was collected, including relevant legal, tax, accounting and contractual requirements.

Our specific retention periods will be confirmed before publication.

Your Rights

Under UK data protection law, you may have the right to access, correct or delete your personal information, restrict or object to certain uses of it, and request the transfer of information in applicable circumstances. Where we rely on your consent, you may withdraw it at any time.

To make a request, please contact enquiries@cs-plumbing.com. You can also raise concerns with the Information Commissioner's Office (ICO) at www.ico.org.uk.

Cookie Information

Our website is built using Yola, which uses cookies and similar technologies. Cookies are small files or pieces of information stored on your device when you visit a website.

Types of Cookies

Essential cookies: Help the website function correctly and support security and essential features.

Analytics and statistics cookies: May help us understand how visitors use our website and improve its performance.

Other third-party cookies: May be used where additional services or integrations are enabled.

The exact cookies used depend on our website settings and any third-party services we activate.

Managing Cookies

Where consent is required, visitors will be offered appropriate choices before non-essential cookies are used. You can also manage or delete cookies through your browser settings.

A verified list of cookies and details of how to change your consent preferences will be added once the website's cookie settings have been confirmed.

External Enquiry Form

Our website includes a link to an enquiry form provided through Fergus. When you follow this link, you will be using an external service that may have its own privacy and cookie information.

Changes to This Policy

We may update this policy when our services, website features or legal obligations change.

Contact Us

If you have any questions about your privacy or how we handle personal information, please contact:
enquiries@cs-plumbing.com
07348 637633