



Privacy Policy

At Elite Garage Doors (Midlands) Ltd we are committed to ensuring your privacy is protected.

What data do we hold and where do we hold it?

When you contact our company we will ask you for personal information including your name, address and contact details.

If you have contacted us via our website we will also hold IP addresses for you and your data will be held within our website servers. Your data will then be transferred to our cloud database.

If you have contacted us via email, your information will be held by our email servers. Your data will then be transferred to our cloud database.

If you contact us by telephone we will enter your information directly into our cloud database system.

When invoices are issued your data transfers to our cloud based accountancy system.

We also keep paper records which may include personal information and details of your order(s).

Personal data is also kept on the company's computer system and personal electronic devices (eg mobile phones, tablets)

Is where we hold data safe?

1. Paper records

All paper records of confirmed orders are kept for seven years. Our offices and our archive storage are locked overnight. All members of staff are instructed not to hold any paperwork in vehicles or at their homes overnight. Paperwork must be returned to the office or destroyed by shredding at the end of each day. Records no longer required are destroyed (shredded) and disposed of.

2. Online records

We have carried out due diligence with our software providers and are satisfied that they hold both our and our customers data securely. For more information please contact us.

3. Computers and personal devices

Any computers or devices which hold personal data are required to be password protected. All devices have anti-virus software installed which is kept up to date. All members of staff are aware that any potential breach of customer privacy (for example a loss of a mobile phone) must be reported to the office as soon as they are aware. The office can then take steps to minimise any potential security breach.

What do you do with my data?

We hold your data purely to process your order/request for information with us. We do not sell your data. We rarely carry out direct marketing and we would gain your consent prior to doing this. Where you have asked for a quotation and chosen not to proceed we will keep your data on file. If we have not heard from you, after two years of the date of the initial contact with us, we will remove your data. If you have purchased an item with a warranty then we will hold your details for the length of that warranty and will contact you regarding the warranty from time to time. At any time you can ask us to remove your data from our systems.

Sharing data

Occasionally we may share your data with a manufacturer regarding your product's warranty. We would inform you of our intention to do this and ask for your consent, which may be verbal. If we feel your request is more suited to the work of another company then we may share your data with them. Again, we would inform you of our intention to do this and ask for your consent, which may be verbal.

Contact Us

If you have any queries regarding your data privacy or if you would like us to remove your data from our records, please contact us at:

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