

Privacy Policy

Last updated: September 2026

Dimensions Carpentry & Construction Ltd respects your privacy and is committed to protecting your personal information.

This privacy policy explains how we collect, use and protect your personal information when you visit our website, contact us for a quotation or enquiry, or become a customer.

1. Who we are

Dimensions Carpentry & Construction Ltd provides carpentry, construction, renovation and home improvement services.

For the purposes of UK data protection law, Dimensions Carpentry & Construction Ltd is the data controller responsible for your personal information.

Dimensions Carpentry & Construction Ltd

Andover, Hampshire, UK

Website: www.dimensionscarpentry.co.uk

Email: info@dimensionscarpentry.co.uk

Telephone: 07553 970148

2. Information we may collect

We may collect personal information when you contact us, request a quotation, become a customer or otherwise communicate with us.

This may include:

- Your name
- Home or project address
- Email address
- Telephone number
- Details about your proposed building, renovation or carpentry project
- Information you provide when requesting a quotation
- Correspondence between you and us
- Quotations, contracts, invoices and payment records
- Photographs or other information relating to your property or project
- Technical information collected when you use our website, such as your IP address, browser type and cookie information

We only collect information that is reasonably necessary for us to respond to enquiries, provide our services and operate our business.

3. How we use your information

We may use your personal information to:

- Respond to enquiries and requests for quotations
- Arrange site visits and appointments
- Prepare quotations and estimates
- Plan and manage construction, renovation and carpentry projects
- Communicate with you during a project
- Manage contracts, invoices and payments
- Maintain appropriate business and accounting records
- Manage our relationship with customers and suppliers
- Improve our services and website
- Comply with legal, tax, accounting and regulatory requirements
- Protect our business and resolve complaints or disputes

We will not sell your personal information to third parties.

4. Our lawful basis for using your information

Under UK data protection law, we must have a lawful reason for processing your personal information.

Depending on the circumstances, we may process your information because:

Contract – the information is necessary to provide a quotation, take steps at your request before entering into a contract, or fulfil a contract with you.

Legal obligation – we are required to retain or process certain information to meet legal, accounting or tax obligations.

Legitimate interests – it is reasonably necessary for the operation and administration of our business, including managing enquiries, projects, customer relationships and protecting our business interests.

Consent – where consent is required, for example for certain types of marketing or non-essential website cookies, we will ask for your permission. You can withdraw your consent at any time.

5. Who we may share your information with

Where necessary for the management or delivery of your project, we may share relevant information with trusted third parties, including:

- Subcontractors and tradespeople working on your project
- Suppliers and merchants
- Professional advisers, including accountants
- IT, website and software service providers
- Payment and banking providers
- Government bodies or regulatory authorities where legally required

We only share information where there is a legitimate reason to do so and only provide the information reasonably necessary for that purpose.

6. How we protect your information

We take reasonable technical and organisational measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

Access to personal information is limited to people and organisations who need it for legitimate business purposes.

7. How long we keep your information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including meeting legal, accounting and tax requirements and dealing with potential disputes or claims.

Different types of information may therefore be retained for different periods.

When information is no longer required, we will securely delete, destroy or anonymise it where appropriate.

8. Website cookies

Our website may use cookies and similar technologies to help it operate correctly, understand how visitors use the website and improve their experience.

Some cookies are essential for the website to function. Where non-essential cookies are used, such as analytics or marketing cookies, we will request consent where required.

You can also control cookies through your browser settings.

Further information about the cookies used on our website should be provided through our website cookie notice or cookie settings.

9. Your data protection rights

Depending on the circumstances, UK data protection law gives you a number of rights regarding your personal information.

These may include the right to:

- Ask us for a copy of the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your personal information in certain circumstances
- Ask us to restrict how we use your information
- Object to certain uses of your information
- Ask us to transfer information you have provided to another organisation in certain circumstances
- Withdraw your consent where we rely on consent to process your information

Not all rights apply in every circumstance.

To exercise any of these rights, please contact us at **info@dimensionscarpentry.co.uk**.

10. Marketing

We will only send direct electronic marketing where we have an appropriate lawful basis to do so.

You can ask us to stop sending marketing communications at any time by contacting us or using any unsubscribe option provided.

11. Links to other websites

Our website may contain links to third-party websites or social media platforms.

We are not responsible for the privacy practices of those websites. We recommend reviewing their privacy policies before providing personal information.

12. Changes to this policy

We may update this privacy policy from time to time to reflect changes to our business, website or legal requirements.

The latest version will always be available on our website.

13. How to contact us

If you have any questions about this privacy policy or how we use your personal information, please contact:

Dimensions Carpentry & Construction Ltd

Email: **info@dimensionscarpentry.co.uk**

Telephone: **07553 970148**

14. Making a complaint

If you have concerns about how we use your personal information, please contact us first so that we have an opportunity to address them.

You also have the right to complain to the Information Commissioner's Office (ICO), the UK's independent data protection regulator.

Further information is available from the Information Commissioner's Office.