

Privacy Policy

Last updated: 28.03.2025.

At DECREW (“we,” “us,” or “our”), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website [www.decrew.co.uk] (the “Site”) and use our “Contact Us” form or any other services we offer through the Site. By using the Site, you consent to the practices outlined in this Privacy Policy.

1. Information We Collect

We may collect the following types of personal data when you use our “Contact Us” form or interact with our website:

- **Personal Identification Information:** Name, email address, phone number, and any other information you voluntarily provide through the “Contact Us” form.
- **Technical Data:** Information about your device, browser, and IP address, as well as your activity on our Site, such as browsing patterns and pages visited. This may be collected through cookies or other similar technologies.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To respond to inquiries and provide customer support through the “Contact Us” form.
- To improve the functionality and user experience of our Site.
- To communicate with you regarding our services, including sending updates, news, and promotional materials (if you have opted in to receive such communications).
- To comply with legal obligations or enforce our terms and conditions.

3. Legal Basis for Processing Your Data

We process your personal data based on the following legal grounds:

- **Consent:** By submitting the “Contact Us” form, you consent to us using your information for the purposes described in this Privacy Policy.
- **Contractual Necessity:** We may need to process your personal data to respond to your inquiries and provide services you have requested.
- **Legitimate Interests:** We may process your information for our legitimate business interests, such as improving our services and maintaining the security of our Site.
- **Legal Obligation:** We may process your data when required to do so by law.

4. How We Protect Your Information

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, disclosure, alteration, and destruction. However, please be aware that no method of electronic storage or transmission over the internet is 100% secure, and we cannot guarantee absolute security.

5. Sharing Your Information

We do not share your personal data with third parties except in the following circumstances:

- **Service Providers:** We may share your data with trusted third-party service providers who assist in the operation of the Site and the provision of services, such as hosting, email services, and analytics providers. These service providers are required to protect

your data and only use it for the purposes for which it was provided.

- **Legal Compliance:** We may disclose your information if required by law or in response to valid requests by public authorities, such as a court or government agency.

6. Cookies and Tracking Technologies

Our Site uses cookies and similar technologies to enhance your user experience, analyze traffic, and track usage patterns. For more information on how we use cookies and how to manage your preferences, please refer to our [Cookie Policy].

7. Your Rights

Under the UK GDPR, you have the following rights regarding your personal data:

- **Right to Access:** You have the right to request a copy of the personal data we hold about you.
- **Right to Rectification:** You have the right to request that we correct any inaccuracies in the personal data we hold about you.
- **Right to Erasure:** You have the right to request the deletion of your personal data, subject to certain exceptions.
- **Right to Restrict Processing:** You have the right to request that we limit the processing of your personal data under certain circumstances.
- **Right to Data Portability:** You have the right to request a copy of your personal data in a machine-readable format.
- **Right to Object:** You have the right to object to the processing of your personal data in certain circumstances, including for direct marketing purposes.

If you wish to exercise any of these rights, please contact us using the contact information provided below.

8. Data Retention

We will retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. After this period, we will securely delete or anonymize your data.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your data.

10. Contact Us

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

KM BUILD T/S DECREW LTD

C/O Tc Group, Acorn Business Centre, 3 Northarbour Road, Cosham, Portsmouth, Hampshire, England, PO6 3TH

info@decrew.co.uk