

PRIVACY POLICY

Willow Plastering

Last Updated: August 2026

1. Introduction

Willow Plastering ("we", "our", or "us") operates the websites **www.willowplastering.co.uk** and **www.willowplastering.com** (both domains route users to our main website). We are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and safeguard your personal data when you visit our website, request a quote, or engage our services.

2. Data Controller

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the data controller is:

Willow Plastering

77 Hampshire Drive, Maidstone, Kent, ME15 7EX

Email: info@willowplastering.co.uk

Phone: 07828 248065

3. Information We Collect

We collect and process the following personal data regarding clients and prospective clients:

- Name
- Phone number
- Email address
- Property address (where the plastering works are to be carried out)

4. How We Collect Your Data

We obtain your information directly from you through two main channels:

- **Interactive Website Forms:** Details you fill out on our website, which are received by us via email.
- **Telephone Intake:** Details you provide to us directly over the phone.

5. How We Use Your Data and Legal Basis

We use your personal data to:

- Provide you with accurate plastering quotes and respond to your inquiries.
- Carry out our obligations arising from any contracts entered into between you and us.
- Keep your details securely on file for essential business operations, accounting, and tax invoicing purposes.

Our legal bases for processing this data are the performance of a contract (or taking steps at your request prior to entering into a contract) and compliance with our legal and accounting obligations.

6. Cookies and Visitor Tracking

Our website is hosted on the Wix platform. Wix automatically uses essential cookies and tracking technologies to ensure system security, anti-fraud protection, and optimal performance. Wix also provides us with basic website dashboard analytics (such as general visitor locations and traffic counts) to help us understand website performance. You can manage your cookie preferences via the cookie banner displayed on our website.

7. Data Retention

We retain your personal details and invoices on file for as long as necessary to fulfill our accounting, tax, and legal obligations under UK law.

8. Your Rights

Under UK GDPR, you have the right to access the personal data we hold about you, request corrections to inaccurate data, or request deletion under certain circumstances. To exercise any of these rights, please contact us at info@willowplastering.co.uk.

9. Accessibility Statement

Willow Plastering is committed to ensuring digital accessibility for all visitors. Our website is built on the Wix platform, which incorporates modern accessibility infrastructure—including keyboard-only navigation, structured headings, and screen-reader optimizations. If you encounter any barriers while browsing our site or requesting a quote, please contact us directly at 07828 248065 or info@willowplastering.co.uk. We will happily provide information or accept quote details over the phone.