Privacy Policy

JOINERY FIRST | www.joineryfirst.co.uk

Last updated: 1 November 2026

1. Who We Are

Joinery First provides carpentry, joinery and interior installation services in West Yorkshire. This policy explains how we collect, use, store and protect personal information when you visit www.joineryfirst.co.uk, contact us or enquire about our services.

For the personal information we collect for our own business purposes, Joinery First is the data controller. You can contact us about privacy matters using the contact form on our website.

2. Information We May Collect

When you contact us or request a quotation, we may collect your name, email address, telephone number, property or project address, and details of the work you would like us to undertake. You may also choose to provide photographs, measurements, plans or other information relevant to your enquiry.

If you become a customer, we may also hold quotation details, correspondence, appointment and project records, invoices and payment records. Our website provider and enabled website services may process technical information such as IP address, device or browser information, security logs and cookie preferences.

3. How and Why We Use Your Information

We use personal information to respond to enquiries, prepare and discuss quotations, arrange surveys or appointments, plan and carry out agreed work, manage customer relationships, maintain business and accounting records, and keep our website secure and functional.

We do not use your contact details for unrelated marketing without an appropriate lawful basis. If we introduce optional email marketing, we will explain how to opt out and obtain consent where required.

4. Our Lawful Bases for Processing

Depending on the circumstances, we rely on: contract or steps requested before entering a contract (such as providing a quote); legitimate interests (such as responding to business enquiries, managing our operations and protecting our website, where those interests are not overridden by your rights); legal obligation (including applicable tax and accounting requirements); and consent where required, such as for certain optional cookies or marketing activities.

Where we rely on consent, you can withdraw it at any time. Withdrawal does not affect processing already carried out lawfully.

5. Who We Share Information With

We may share relevant information with service providers who help us operate our business, such as Wix (website hosting and contact forms), email and IT providers, bookkeeping or accounting services, and subcontractors or suppliers involved in a requested project where necessary.

We may also disclose information when legally required. We do not sell your personal information. Any service provider receiving information should only use it for authorised purposes and subject to appropriate protections.

6. International Data Transfers

Some technology providers, including website hosting or communication services, may process information outside the United Kingdom. Where UK data protection law requires safeguards for an international transfer, we seek to rely on an appropriate lawful transfer mechanism, such as adequacy regulations or approved contractual safeguards.

7. How Long We Keep Information

We retain information only for as long as reasonably necessary for the purpose it was collected, including managing enquiries and projects, dealing with disputes and meeting legal or accounting obligations. Different records may have different retention periods; for example, accounting records may need to be kept for several years under applicable law.

We periodically review information and delete or securely dispose of it when it is no longer required.

8. Keeping Information Secure

We take reasonable steps to protect personal information against unauthorised access, loss, misuse or disclosure. These may include access controls, secure accounts and using established website and service providers. No internet transmission or storage system can be guaranteed completely secure.

9. Cookies and Website Analytics

Our Wix website uses cookies and similar technologies for essential website functions and, where enabled and consented to, optional analytics or other services. We have activated a cookie consent banner to help visitors manage their preferences. Please read our separate Cookie Policy for more information.

10. Your Data Protection Rights

Under UK data protection law, you may have the right to access your personal information, request correction or deletion, restrict or object to certain processing, receive certain information in a portable format, and withdraw consent where consent is the lawful basis. These rights are subject to legal conditions and exceptions.

To exercise a right, contact us using the website contact form. We may need to verify your identity before responding. You also have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk. We would welcome the opportunity to address any concern first.

11. Third-Party Websites

Our website may contain links to third-party websites. Their privacy practices are governed by their own policies, and we are not responsible for their content or handling of personal information.

12. Changes to This Policy

We may update this Privacy Policy to reflect changes in our services, website or legal obligations. The latest version will be available on our website with its revision date.

13. Contact Us

Joinery First
West Yorkshire, United Kingdom
Website: www.joineryfirst.co.uk
Privacy enquiries: Please use the contact form on our website.