We take great care to protect your information.
Nationwide Windows Limited is committed to keeping any personal information safe and secure. This privacy notice explains what information we collect about you and how we may use it.

What information do we hold on you?
Occupants of domestic premises.
Whether tenants, house owners or other we will collect details from you when you request a product or service from us, from emails, telephone conversations and other written and verbal communication. We may be provided some details from your housing association or local authority as part of a contract with them.

We may supplement the information that you provide with other information that we obtain from our dealings directly with you or from an update from the original source.

Employees and staff
Throughout employment and for as long as is necessary after the termination of employment, the Company will need to process data about you. The kind of data that the Company will process includes:
• any references obtained during recruitment
• details of terms of employment
• payroll details
• tax and national insurance information
• details of job duties
• details of health and sickness absence records
• details of holiday records
• information about performance
• details of any disciplinary and grievance investigations and proceedings
• training records
• contact names and addresses
• correspondence with the Company and other information that you have given the Company.

What do we do with the information?
Occupants of domestic premises.

We will use the personal information gathered in our normal course of business primarily to provide the products and services that have been requested and for administration purposes:
• to confirm identification when you contact us
• to arrange delivery and installation of products and services contracted
• to communicate with you in the event that any products or services requested are unavailable
• for record-keeping purposes
• to provide appropriate warrantee and guarantee for our products and services
• to improve and monitor our customer service to you
• for the prevention of crime and fraud.
We may contact you by post, email or telephone for these purposes.

Employees and staff

The Company believes that those records used are consistent with the employment relationship between the Company and yourself and with the data protection principles. The data the Company holds will be for management and administrative use only but the Company may, from time to time, need to disclose some data it holds about you to relevant third parties (e.g. where legally obliged to do so by HM Revenue & Customs, where requested to do so by yourself for the purpose of giving a reference or in relation to maintenance support and/or the hosting of data in relation to the provision of insurance).

In some cases the Company may hold sensitive data, which is defined by the legislation as special categories of personal data, about you. For example, this could be information about health, racial or ethnic origin, criminal convictions, trade union membership, or religious beliefs. This information may be processed not only to meet the Company's legal responsibilities but, for example, for purposes of personnel management and administration, suitability for employment, and to comply with equal opportunity legislation. Since this information is considered sensitive, the processing of which may cause concern or distress, you will be asked to give express consent for this information to be processed, unless the Company has a specific legal requirement to process such data.

Disclosure of your information to third parties
In order to provide our products and services, we may need to pass information on to our sub-contractors or appoint other organisations to carry out some of the processing activities on our behalf.
In these circumstances, we will ensure that your information is properly protected and used in accordance with this privacy notice. We may also disclose information to the investigating authorities such as the police or if required to do so by law.

Transfer of your information
We will not transfer or store your personal data outside of the European Union. We will not sell your information or use it for marketing purposes.

Changing your personal information
If you believe that we are storing details relating to you and that these are incorrect or you wish to remove them, please contact us at the address below.

Changes to this privacy notice
If we change this privacy notice, we will update this document and make it available on our website. A hard copy of the policy is available from our website. Any revised policy will apply only to data collected after the new policy comes into effect.

Your rights to access your personal information
You have a right to receive a copy of the personal data that we hold about you. To obtain a copy of the personal information we hold on you, please write to us at the address below.

Contacting us

For all matters relating to your data protection and privacy, please contact:
Data Protection
74-88 Somers Road
Rugby
Warwickshire CV22 7DH
Or email:
DataProtection@NWD.co.uk

More information about data protection and privacy can be found on the Information Commissioners website www.ICO.org.uk

Signed: Date: 19/05/2023

Mr Chris Costall, Compliance Director