

Privacy Policy – Building Company

Last updated: 19/11/2025

1. Introduction

Feathertree Designs (“we”, “us”, “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with our company, including when you visit our website, request a quote, or use our construction and building services.

2. Information We Collect

2.1 Personal Information

We may collect the following personal information:

- Full name
- Email address
- Phone number
- Residential or project address
- Billing and payment details
- Any information provided via forms, quotes, or service agreements

2.2 Technical & Usage Data

If you use our website, we may collect:

- IP address
- Browser type and version
- Device information
- Cookies and tracking data
- Pages visited and time spent on the site

2.3 Project Information

When you request building services, we may collect:

- Project plans or descriptions
 - Photos or videos of the site
 - Engineering or design documents provided by you
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3. How We Use Your Information

We use collected information to:

- Provide and manage our construction or building services
 - Prepare quotes, proposals, and contracts
 - Communicate regarding appointments, progress, or updates
 - Process payments and invoices
 - Improve our website and services
 - Ensure compliance with legal or regulatory requirements
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4. Legal Basis for Processing (if applicable)

If you are in a region requiring a legal basis (e.g., UK/EU GDPR), we process your data based on:

- **Contract necessity** (to provide our services)
 - **Legitimate interests** (business operations, service improvement)
 - **Legal obligations**
 - **Consent** (for marketing communications)
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5. Sharing Your Information

We may share your information with:

- Licensed subcontractors and tradespeople involved in your project
- Delivery and materials suppliers
- Payment processors
- Professional advisers (e.g., insurers, accountants)
- Legal or government authorities when required

We do **not** sell your personal data to third parties.

6. Data Retention

We keep your personal information only as long as necessary for:

- Providing our services
- Legal, tax, and regulatory obligations
- Warranty and project documentation requirements

Retention periods depend on local regulatory requirements (often **6–10 years** for construction-related documents).

7. Data Security

We implement appropriate technical and organizational measures to protect your data, including:

- Secure servers and encrypted storage
- Access controls and authentication
- Staff confidentiality obligations

While we strive to protect your information, no system is 100% secure.

8. Your Rights

Depending on your location, you may have the right to:

- Access your personal data
- Request correction or deletion
- Restrict or object to processing
- Request data portability
- Withdraw consent (for marketing)

To exercise these rights, contact us using the details below.

9. Cookies and Tracking

Our website may use cookies to improve functionality and user experience. You can manage or disable cookies through your browser settings.

10. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for their privacy practices.

11. Children's Privacy

Our services are not intended for individuals under 16, and we do not knowingly collect information from minors.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The revised version will be posted on our website with the updated “Last updated” date.

13. Contact Us

If you have questions about this Privacy Policy or your personal data, contact:

Feathertree Designs
Newton Aycliffe
info@feathertreedesigns.co.uk
07354 691833