
Privacy Policy

WEBSITE & BUSINESS DATA | Updated 6 October 2026

01 Who we are

JD Door Security Ltd is the controller of the personal information described in this policy. It covers enquiries through our website, telephone and email, and our day-to-day dealings with customers, suppliers and business contacts. For privacy questions or requests, email jddoorsecure@gmail.com.

02 Information we collect

We collect the details you provide, such as your name, email address, telephone number, company, site address and enquiry, together with any photographs or documents you send. Where we provide services, we may also hold correspondence, quotations, job and servicing records, and invoicing or payment information. Business contacts may be supplied by your employer, a customer or a supplier. Our website and hosting services may record basic technical information, such as IP address, browser details and access logs, for operation and security. Please avoid sending sensitive personal information unless necessary.

03 How and why we use your information

We use your information to respond by email or telephone, arrange requested call-backs or site surveys, prepare quotations, carry out installation, maintenance and repair work, manage payments and keep business records. We may follow up on your enquiry or quotation and deal with service issues or complaints. Providing enquiry details is voluntary, but without suitable contact or job information we may be unable to respond or provide a service.

04 Our lawful bases

We rely on **contract** where processing is necessary to enter into or perform a contract with you; **legitimate interests** to handle business enquiries, communicate with company representatives, deliver services, administer our business and protect our systems; and **legal obligations** for required tax, accounting and other statutory records. We balance our legitimate interests against your rights. Where we rely on consent, you can withdraw it at any time by contacting us, without affecting earlier lawful processing.

05 Marketing

Sending an enquiry does not automatically subscribe you to a marketing list. Any promotional communications will follow applicable marketing rules, including obtaining consent where required. You can ask us to stop direct marketing at any time.

Your information

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06 Sharing and protecting data

We share information only where needed with authorised staff, relevant installers or subcontractors, suppliers arranging delivery or support, and providers of hosting, enquiry forms, email, IT, accounting or payment services. Professional advisers, insurers and public authorities may receive information where necessary or required by law. We do not sell personal data. We use appropriate security measures and restrict access to those who need it. Where a provider processes data outside the UK, we use applicable UK safeguards, such as adequacy regulations or approved contractual protections. Contact us for details or copies of relevant safeguards.

07 How long we keep it

We keep information only for as long as needed for its purpose. Enquiries and quotations are retained according to whether they remain active and whether follow-up or a dispute is reasonably possible. Customer, job and servicing records may be kept for the service relationship and afterwards where needed for warranties, maintenance, safety or legal claims. Financial records are retained for applicable statutory periods. We review records and delete or anonymise information when it is no longer needed.

08 Website cookies

The website may use cookies or similar technologies for essential functions. If optional analytics or other non-essential technologies are introduced, their purpose and any required choices will be explained on the website, with consent obtained where required. You can also manage cookies through your browser settings; disabling essential cookies may affect website functions.

09 Your rights

Depending on the circumstances, you can request access to your personal data, correction, deletion, restriction of use or transfer of your data. **You have the right to object to processing based on legitimate interests and an unconditional right to object to direct marketing.** To exercise your rights, email jddoorsecure@gmail.com. We may need to verify your identity and normally respond within one month, subject to any lawful extension. We do not use your information for solely automated decisions that have legal or similarly significant effects.

10 Concerns and updates

If you have a concern, please contact us so we can investigate and respond. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk/make-a-complaint or telephone 0303 123 1113. We may update this policy as our services or data handling change; the latest version will be made available on our website.