

PRIVACY POLICY

GB Fabrications Ltd

Website: gbfabrications.co.uk

Effective date: 1 October 2026

Last updated: 1 October 2026

GB Fabrications Ltd respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, request a quotation, purchase our products or services, or otherwise deal with GB Fabrications Ltd.

We process personal information in accordance with applicable UK data protection legislation, including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, as applicable.

1. WHO WE ARE

For the purposes of applicable data protection legislation, **GB Fabrications Ltd** is the organisation responsible for your personal information.

Our website is:

gbfabrications.co.uk

If you have any questions about this Privacy Policy or how we use your personal information, please contact us using the contact details published on our website.

2. INFORMATION WE MAY COLLECT

Depending on how you interact with us, we may collect some or all of the following information:

Information you provide to us

This may include:

- Full name
- Business/company name

- Home or business address
- Installation or delivery address
- Telephone number
- Mobile number
- Email address
- Information contained within your enquiry
- Details of products or services you are interested in
- Measurements, drawings, specifications and photographs supplied by you
- Details relating to quotations and orders
- Payment and transaction information
- Information relating to appointments, site visits and installations
- Information contained in correspondence between you and GB Fabrications Ltd
- Information you provide when submitting forms through our website
- Any other information you voluntarily provide to us

Information collected automatically

When you visit our website, certain technical information may be collected automatically, depending on the website functions and technologies in use.

This may include:

- IP address
- Browser type
- Device type
- Operating system
- Approximate geographical information
- Pages visited
- Time and date of visits
- Website interaction information
- Referring website
- Technical information relating to your device

Where cookies or similar technologies are used, these are explained further in our Cookies section below.

3. HOW WE COLLECT YOUR INFORMATION

We may collect personal information when you:

- Visit our website
- Complete an enquiry or contact form
- Request a quotation
- Contact us by telephone
- Contact us by email
- Contact us through WhatsApp or other messaging services

- Contact us through social media
- Request a site visit
- Purchase a product or service
- Enter into an agreement with us
- Make a payment
- Communicate with us regarding an existing job
- Leave a review
- Otherwise communicate with GB Fabrications Ltd

We may also receive information from third parties where this is lawful and necessary for providing our services or operating our business.

4. HOW WE USE YOUR PERSONAL INFORMATION

We may use your information for the following purposes:

Enquiries and quotations

To:

- Respond to enquiries
- Discuss your requirements
- Arrange site visits
- Prepare quotations
- Provide measurements and specifications
- Communicate regarding proposed work

Orders and contracts

Where you place an order or enter into an agreement with us, we may use your information to:

- Process your order
- Manufacture or supply products
- Arrange delivery
- Arrange installation
- Provide services
- Communicate about your order
- Issue invoices
- Process or record payments
- Manage outstanding balances
- Deal with contractual matters

Customer service

We may use your information to:

- Respond to questions
- Deal with complaints
- Provide after-sales support
- Deal with warranty matters
- Maintain records of work carried out
- Communicate with you regarding previous work

Business administration

We may process personal information for legitimate business purposes, including:

- Accounting
- Bookkeeping
- Tax and VAT administration
- Debt recovery
- Legal and regulatory compliance
- Insurance matters
- Record keeping
- Fraud prevention
- Protecting our business and customers
- Managing disputes

Marketing

Where permitted by law, we may use your contact information to provide information about GB Fabrications Ltd, our products, services, offers or developments.

Where marketing requires consent, we will seek your consent before sending it.

You can ask us to stop sending marketing communications at any time.

5. OUR LAWFUL BASES FOR PROCESSING YOUR INFORMATION

We will only process personal information where we have a lawful basis to do so.

Depending on the circumstances, these may include:

Contract

We may need to process your information because it is necessary to enter into or perform a contract with you.

For example, where you order a gate, security door, railing, fabrication work or another service from us.

Legitimate interests

We may process information where it is necessary for our legitimate business interests, provided those interests do not override your fundamental rights and freedoms.

Examples may include:

- Responding to business enquiries
- Managing customer relationships
- Maintaining business records
- Recovering outstanding debts
- Protecting our business
- Improving our services
- Preventing fraud or misuse
- Communicating with existing customers

Legal obligation

We may process information where necessary to comply with a legal obligation.

This may include obligations relating to:

- Tax
- VAT
- Accounting
- Financial records
- Legal proceedings
- Regulatory requirements

Consent

Where required, we may rely on your consent to process your personal information.

Where processing is based on consent, you may withdraw your consent at any time.

6. PAYMENTS

Where payments are made to GB Fabrications Ltd, payment information may be processed through the payment provider or financial institution used for the transaction.

We do not intend to store complete payment card details on our own systems unless this is specifically necessary and lawfully permitted.

Payment providers may process your information in accordance with their own privacy policies and terms.

7. WHO WE MAY SHARE YOUR INFORMATION WITH

We will not sell your personal information.

We may share information where necessary with trusted third parties who help us operate our business or provide services to you.

Depending on the circumstances, this may include:

- Accountants
- Bookkeepers
- Payment providers
- Banking providers
- Website hosting providers
- Website and IT service providers
- Business software providers
- Email and communication providers
- Delivery or transport providers
- Subcontractors or installation partners where necessary
- Professional advisers
- Insurance providers
- Debt recovery providers
- Solicitors and legal advisers
- Government bodies, regulators or law enforcement agencies where legally required

We only share information where there is a legitimate reason to do so and, where applicable, appropriate contractual and security measures are used.

8. INFORMATION PROVIDED TO US FOR A CUSTOMER'S PROJECT

Customers may provide us with information such as:

- Property addresses
- Site photographs
- Measurements
- Drawings
- Access information
- Building or project details
- Contact details for site representatives
- Information relating to a commercial or residential project

We use this information only for legitimate business purposes connected with the enquiry, quotation, order, installation, service or other work being undertaken.

Customers should not provide us with personal information belonging to another individual unless they are authorised to provide that information.

9. HOW LONG WE KEEP YOUR INFORMATION

We will retain personal information only for as long as reasonably necessary for the purposes for which it was collected.

The exact retention period will depend on the type of information and why we hold it.

For example, information may need to be retained for:

- Customer and job records
- Warranty purposes
- Accounting and tax purposes
- Contractual records
- Legal claims or disputes
- Debt recovery
- Regulatory requirements
- Business administration

Some financial and business records must be retained for legally required periods.

When personal information is no longer required, we will take reasonable steps to securely delete, destroy or anonymise it.

10. HOW WE PROTECT YOUR INFORMATION

We take reasonable technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Misuse
- Accidental disclosure
- Unauthorised alteration
- Unlawful processing
- Destruction

However, no website, computer system, email transmission or method of electronic storage can be guaranteed to be completely secure.

You should therefore avoid sending unnecessary sensitive or confidential information through website forms or ordinary email.

11. YOUR DATA PROTECTION RIGHTS

Depending on the circumstances and applicable law, you may have rights in relation to your personal information.

These can include:

- The right to be informed about how your information is used
- The right to request access to personal information we hold about you
- The right to request correction of inaccurate or incomplete information
- The right to request deletion of information in certain circumstances
- The right to request restriction of processing in certain circumstances
- The right to object to certain processing
- The right to data portability in certain circumstances
- The right to withdraw consent where we rely on consent

These rights are not absolute and certain legal exemptions or limitations may apply.

If you would like to exercise a data protection right, please contact GB Fabrications Ltd using the contact details provided on our website.

12. DIRECT MARKETING

If you receive marketing communications from us, you may ask us to stop sending them at any time.

You can do this by:

- Using an unsubscribe option where provided;
- Contacting us directly; or
- Telling us that you no longer wish to receive marketing communications.

We will respect valid marketing opt-out requests.

13. COOKIES

Our website may use cookies and similar technologies.

Cookies are small files or information stored on your device when you visit a website.

They may be used for purposes such as:

- Making the website function correctly
- Maintaining website security
- Remembering preferences
- Understanding website usage
- Measuring website performance
- Improving our website
- Supporting marketing or advertising, where applicable

Some cookies may be strictly necessary for the website to operate.

Where consent is required for non-essential cookies or similar technologies, we will request consent before using them.

You may also be able to control cookies through your browser settings.

If our website uses analytics, advertising, social media tracking or other non-essential technologies, these should be disclosed through the website's cookie settings or cookie notice.

14. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites, including social media platforms, suppliers, payment providers or other websites.

Once you leave the GB Fabrications Ltd website, the privacy practices of that third party will apply.

We are not responsible for the privacy practices, content or security of third-party websites.

We recommend reviewing the privacy policy of any third-party website you visit.

15. SOCIAL MEDIA

We may operate social media accounts and may provide links to social media platforms through our website.

If you interact with us through a social media platform, that platform may process your personal information according to its own privacy policy.

We may receive information from the platform when you interact with our business through social media, subject to the platform's settings and applicable law.

16. CHILDREN'S INFORMATION

Our website and services are primarily intended for adults and businesses.

We do not knowingly seek to collect personal information from children where this is not necessary.

If you believe that a child has provided personal information to us unnecessarily, please contact us so that we can review the information and take appropriate action.

17. INTERNATIONAL DATA TRANSFERS

Some of the service providers we use may process personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is lawful and that appropriate safeguards are in place where required by applicable data protection law.

18. DATA BREACHES

If we become aware of a personal data breach, we will assess the breach and take appropriate action in accordance with applicable data protection law.

Where legally required, we will notify the Information Commissioner's Office and/or affected individuals.

19. YOUR RIGHT TO COMPLAIN

If you have concerns about how GB Fabrications Ltd has handled your personal information, we would encourage you to contact us first so that we can investigate your concerns.

You also have the right to complain to the **Information Commissioner's Office (ICO)**.

The ICO is the UK's independent supervisory authority for data protection.

You can find information about the ICO and how to make a complaint on its website:

[Information Commissioner's Office \(ICO\)](#)

20. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect:

- Changes to our business
- Changes to our website
- Changes to the services we use
- Changes to applicable legislation
- Changes to how we process personal information

The latest version will be published on our website.

We recommend checking this page periodically for updates.

21. CONTACT US

If you have any questions about this Privacy Policy, your personal information, or how we process your data, please contact GB Fabrications Ltd through the contact details provided on:

gbfabrications.co.uk

Please include enough information for us to identify your enquiry and respond appropriately.

GB Fabrications Ltd

Website: gbfabrications.co.uk

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