

Privacy Policy

Last updated: 13 July 2026

1. Introduction

Basildon Timber Ltd respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal data when you visit our website, contact us, place an order, request a quote, create an account, use our online shop, or otherwise interact with us.

This policy applies to customers, prospective customers, suppliers, business contacts, website users and anyone else whose personal information we may process in the course of running our business.

For the purposes of UK data protection law, the Data Controller is:

Leighann Cordery
Basildon Timber Ltd
Honywood House
Honywood Road
Basildon
Essex
SS14 3DT

Email: info@basildontimber.com

2. Why this policy exists

This policy explains how Basildon Timber Ltd:

- complies with UK data protection law
- protects the rights of customers, suppliers, business contacts and website users
- handles personal information fairly, lawfully and transparently
- keeps personal information secure
- responds to requests relating to personal data
- explains how individuals can contact us about their personal information

3. Data protection law

Basildon Timber Ltd processes personal data in accordance with applicable UK data protection law, including the UK General Data Protection Regulation and the Data Protection Act 2018.

Personal data must be:

Basildon Timber Merchants Ltd

Honywood House Honywood Road Basildon Essex SS14 3DT
T 01268 531444 F 01268 531554 E bastim@ukonline.co.uk www.basildontimber.com

- processed lawfully, fairly and transparently
- collected for specified, explicit and legitimate purposes
- adequate, relevant and limited to what is necessary
- accurate and kept up to date where necessary
- kept for no longer than necessary
- handled in a way that protects it against unauthorised or unlawful processing, accidental loss, destruction or damage

4. Personal information we collect

We may collect and process the following types of personal information:

- your name
- billing address
- delivery address
- email address
- telephone number
- company name, where relevant
- order details
- payment status and transaction details
- products purchased or requested
- quote requests
- delivery or collection instructions
- account login details, if you create an account
- trade account information, where relevant
- VAT or business details, where relevant
- messages, enquiries or correspondence you send to us
- marketing preferences
- website usage information
- IP address, browser type and device information

We only collect information that is relevant to our business, website, products and services.

5. How we collect your information

We may collect personal information when you:

- place an order through our website
- request a quote
- contact us by phone, email, website form or social media
- create an online account
- subscribe to marketing updates
- visit or browse our website
- use our shopping basket or checkout
- make an enquiry about products, delivery, collection or trade services
- provide information as part of a customer service request
- give us feedback

Some technical information may be collected automatically when you use our website, including through website security systems, analytics tools and cookies. For more information about cookies, please see our separate Cookie Policy.

6. Why we use your personal information

We use personal information for the following purposes:

- to process and fulfil orders
- to provide products and services
- to arrange delivery or collection
- to respond to enquiries
- to provide quotes
- to manage customer accounts
- to take and confirm payments
- to provide customer support
- to send order updates and service messages

- to deal with returns, refunds, complaints or queries
- to keep business, tax and accounting records
- to comply with legal and regulatory obligations
- to improve our website, products and services
- to protect our website and business from fraud, misuse or security threats
- to send marketing communications where you have consented or where we are otherwise permitted to do so

7. Our lawful basis for using your information

We only use your personal information where we have a lawful basis to do so.

The lawful bases we may rely on include:

Contract

We use your information to process orders, provide quotes, arrange delivery or collection, manage customer accounts and provide the products or services you request.

Legal obligation

We may need to use and keep certain information to comply with legal, tax, accounting, business and regulatory obligations.

Legitimate interests

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

This may include:

- responding to customer enquiries
- managing our business
- improving our website and services
- preventing fraud
- keeping our website secure
- handling complaints
- maintaining business records

Consent

We may rely on your consent where you sign up to receive marketing communications.

You can withdraw consent at any time where we rely on consent.

8. Payments

Payments made through our website are processed securely by third-party payment providers.

We do not usually store full card details ourselves. Payment providers may process your payment information in accordance with their own privacy and security policies.

We may store limited payment-related information, such as:

- payment status
- order total
- transaction reference
- refund details
- invoice or receipt records

This information is used for order management, refunds, accounting and legal compliance.

9. Delivery and collection

If you choose delivery, we will use your name, delivery address, contact details and order details to arrange delivery.

If we use a third-party delivery provider, courier or transport service, we may share only the information needed for them to complete the delivery.

If you choose collection, we may use your contact details to confirm when your order is ready to collect and to help identify your order when you arrive.

10. Customer accounts

If you create an account on our website, we may store information such as your name, contact details, billing address, delivery address and order history.

This allows you to manage orders more easily and helps us provide customer support.

You are responsible for keeping your account login details secure.

11. Who we share your information with

We do not sell your personal information.

We may share your information with trusted third parties where necessary, including:

- payment processors

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- delivery companies or couriers
- website hosting providers
- IT support providers
- email and communication providers
- analytics providers
- website security providers
- accountants, bookkeepers and professional advisers
- legal advisers, where necessary
- HMRC, regulators, courts or law enforcement agencies where required by law

Where third parties process personal data on our behalf, we expect them to keep your information secure and only use it in accordance with our instructions.

12. Marketing

We may contact you with information about our products, services, offers or updates if you have opted in to receive marketing, or where we are otherwise permitted to contact you.

You can opt out of marketing at any time by contacting us at:

info@basildontimber.com

Service messages relating to existing orders, quotes, payments, delivery, collection, account updates or customer support are not marketing and may still be sent where necessary.

13. How long we keep your personal information

We only keep personal information for as long as necessary.

The length of time we keep data depends on the type of information and the reason we collected it.

As a general guide:

- order and transaction records may be kept for accounting, tax and legal purposes
- enquiry records may be kept for as long as needed to respond and manage the enquiry
- customer account information may be kept while the account remains active
- marketing preferences may be kept until you unsubscribe or withdraw consent
- complaint, dispute or legal records may be kept for as long as reasonably necessary

Where we no longer need personal information, we will delete it, anonymise it or securely dispose of it.

14. How we keep your information secure

We take appropriate steps to protect personal information from unauthorised access, loss, misuse, alteration or disclosure.

These steps may include:

- password-protected systems
- restricted access to personal information
- secure website hosting
- secure payment processing
- staff awareness of data protection responsibilities
- secure disposal of unnecessary records
- regular review of systems and procedures
- appropriate security measures for online systems

No website or online system can be guaranteed to be completely secure, but we take reasonable steps to protect the personal information we hold.

15. Data accuracy

We take reasonable steps to ensure that the personal information we hold is accurate and up to date.

You can help us by telling us if your personal information changes, for example if you change your address, email address or telephone number.

Please contact us if you believe any information we hold about you is incorrect.

16. International transfers

Some third-party services we use may process personal information outside the UK.

Where this happens, we expect appropriate safeguards to be in place to protect your personal information in accordance with UK data protection law.

17. Your data protection rights

Under UK data protection law, you have rights relating to your personal information.

These may include the right to:

- be informed about how your data is used
- request access to the personal information we hold about you
- ask us to correct inaccurate or incomplete information
- ask us to delete your information in certain circumstances
- ask us to restrict how we use your information
- object to certain types of processing
- request that we transfer your information to another organisation, where applicable
- withdraw consent where we rely on consent

To exercise your rights, please contact:

Leighann Cordery

Email: info@basildontimber.com

We may need to verify your identity before responding to a request.

18. Subject access requests

You have the right to request a copy of the personal information we hold about you.

Requests should be made by email to:

info@basildontimber.com

Please include enough information for us to identify you and locate the information you are asking for.

We will respond in accordance with applicable data protection law.

19. When we may disclose information for legal reasons

In certain circumstances, we may need to share personal information where required by law, regulation, court order, law enforcement request or to protect our legal rights.

We will only do this where there is a lawful reason to do so.

20. Complaints

If you are unhappy with how we handle your personal information, please contact us first so we can try to resolve the matter.

You can contact us at:

info@basildontimber.com

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You also have the right to complain to the UK supervisory authority:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: ico.org.uk

21. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

Any updates will be posted on our website. Where appropriate, we may also notify you by email.

22. Contact us

If you have any questions about this Privacy Policy or how we handle personal information, please contact:

Data Controller: Leighann Cordery

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