

Privacy Policy

Strawberry Home Improvements Ltd

Company Number: 16877378

20 Wenlock Road

London

N1 7GU

England

Last updated: 13 February 2026

1. Introduction

Strawberry Home Improvements Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy.

This policy explains how we collect, use, store and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Information We Collect

We may collect and process the following personal information:

- Full name
- Address
- Email address
- Telephone number
- Property details
- Order and payment information
- Survey and installation details
- Marketing preferences
- Website usage data (via cookies)

3. How We Collect Your Information

We collect information when you:

- Request a quote
- Complete a contact form
- Place an order
- Book a survey
- Speak to us by phone or email
- Interact with our website
- Engage with our adverts on social media

4. How We Use Your Information

We use your data to:

- Provide quotations
- Process and manage orders
- Arrange surveys and installations
- Take payments
- Provide customer service
- Send service updates
- Improve our services
- Send marketing communications (where consent has been given)

We will only use your data where we have a lawful basis to do so, including:

- Contractual necessity
- Legal obligation
- Legitimate interest
- Your consent

5. Payment Information

Payments are processed securely. We do not store full card details on our systems.

If you choose finance, your details may be shared with our approved finance provider solely for the purpose of processing your application.

6. Sharing Your Information

We do not sell or rent your personal data.

We may share your information with:

- Approved surveyors and installers
- Manufacturing partners
- Finance providers (where applicable)
- IT and software providers
- Legal or regulatory authorities (if required by law)

All third parties are required to respect the security of your data.

7. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil contractual obligations
- Meet legal and accounting requirements
- Resolve disputes

Typically, customer records are retained for up to 6 years to comply with HMRC requirements.

8. Marketing

If you opt in to marketing communications, we may contact you by email, phone or SMS regarding offers and updates.

You can withdraw your consent at any time by contacting us or clicking unsubscribe in marketing emails.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to processing
- Request restriction of processing
- Request transfer of your data
- Withdraw consent at any time

To exercise your rights, please contact us at:
info@strawberryhome.co.uk

10. Cookies

Our website uses cookies to improve user experience and analyse website traffic.

You can control cookies through your browser settings.

11. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss or misuse.

12. Complaints

If you are unhappy with how we handle your data, you have the right to complain to the Information Commissioner's Office (ICO).

13. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact:

Strawberry Home Improvements Ltd
0333 404 8277
info@strawberryhome.co.uk