

Privacy Policy

Last updated: 25.02:26

1. Who We Are

Business Name: J & L EPC Solutions Ltd **Business Address:** 7 Penn Street, Belper, Derbyshire, DE56 1GH. **Email:** jlepcsolutionsltd@gmail.com

For the purposes of UK data protection law, we are the **Data Controller** of your personal data.

2. About This Policy

This Privacy Policy explains how we collect, use, and protect your personal data when you:

- Visit our website
- Book appointments
- Make payments
- Request cancellations or refunds

Our website is hosted by **Wix**, which provides the infrastructure for our online services.

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

3. Personal Data We Collect

a) When You Book an Appointment (Wix Bookings)

When you book a service using Wix Bookings, we collect:

- Full name
- Email address
- Telephone number
- Appointment date and time
- Service selected
- Any information you provide in booking forms or notes

This data is used to:

- Schedule and manage appointments
- Send confirmations and reminders
- Deliver services
- Manage rescheduling or cancellations

Booking data is stored securely within Wix's systems.

b) When You Make a Payment (Wix Payments)

Payments are processed through **Wix Payments** or other integrated Wix payment providers.

We do **not** store full debit or credit card details.

Payment data is:

- Encrypted
- Processed securely
- Handled in compliance with PCI-DSS standards

We may receive and store limited transaction details such as:

- Transaction ID
- Payment status
- Partial card information (e.g., last 4 digits)
- Billing name and address
- Amount paid
- Date of transaction

This information is used for:

- Processing transactions
- Issuing refunds
- Accounting and tax compliance
- Fraud prevention

c) Cancellation & Refund Data Handling

If you cancel a booking or request a refund, we may process and retain:

- Booking reference
- Payment transaction ID
- Communication records regarding cancellation
- Refund status and amount
- Date and method of refund

Refunds are processed via the original payment method through Wix Payments or the relevant payment provider.

Cancellation and refund records are retained for:

- Contractual compliance
- Dispute resolution
- Accounting and tax obligations (minimum 6 years under UK law)

d) Automatically Collected Data

When you visit our website, Wix may automatically collect:

- IP address
- Device information
- Browser type
- Pages visited
- Date and time of visit

4. Legal Basis for Processing (UK GDPR)

We process your data under the following lawful bases:

- **Contract** – To provide booked services and process payments
- **Legal Obligation** – To comply with tax, accounting, and consumer law requirements
- **Legitimate Interests** – To manage bookings, prevent fraud, and operate our business effectively
- **Consent** – For marketing communications or optional cookies

5. How We Use Your Personal Data

We use your data to:

- Confirm and manage appointments
- Send booking reminders
- Process payments and refunds
- Provide customer support
- Maintain financial records
- Comply with legal obligations
- Improve our website and services
- Prevent fraudulent activity

We do not sell your personal data.

6. Data Retention

We retain personal data only as long as necessary:

- Booking records – retained for service management and dispute resolution
- Financial transaction records – retained for at least 6 years (UK tax law)
- Marketing data – retained until consent is withdrawn

After this period, data is securely deleted or anonymised.

7. Sharing Your Personal Data

We may share data with:

- **Wix** (hosting & booking infrastructure)
- **Wix Payments** (payment processing)
- Accountants or professional advisers
- Legal or regulatory authorities where required

All third parties must process data securely and lawfully.

8. International Data Transfers

Because Wix operates globally, your personal data may be transferred outside the UK.

Where this occurs, safeguards are used, including:

- UK-approved Standard Contractual Clauses
- Adequacy decisions
- Secure encrypted infrastructure

9. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent at any time
- Lodge a complaint with:

Information Commissioner's Office Website: <https://ico.org.uk/>

To exercise your rights, contact: jlepcsolutionsltd@gmail.com

10. Security

We implement appropriate technical and organisational measures to protect your personal data.

Payments and booking information are processed via secure, encrypted systems. However, no online transmission is completely secure.

11. Automated Decision-Making

We do not use automated decision-making that produces legal or similarly significant effects.

12. Children's Privacy

Our services are not directed at children under 13, and we do not knowingly collect their data.

13. Changes to This Policy

We may update this Privacy Policy periodically. The updated version will be posted on this page with a revised "Last updated" date.

14. Contact Us

If you have any questions regarding this Privacy Policy or your personal data:

J & L EPC Solutions Ltd **Email:** jlepcsolutionsltd@gmail.com