

Balufab Ltd Privacy Policy

Last updated: 12 August 2026

Balufab Ltd is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store and disclose your personal information when you visit our website, contact us or use our services.

1. Information We Collect

1.1 Personal information

We may collect personal information when you interact with our website, submit an enquiry, request a quotation, place an order or contact us. This information may include:

- Your name
- Company name
- Email address
- Telephone number
- Postal or business address
- Details relating to your enquiry, quotation, order or project
- Any other information you choose to provide

1.2 Technical information

When you visit our website, we may collect technical information such as your IP address, browser type, operating system, pages visited and how you use the website. This information helps us monitor and improve the performance and security of our website.

2. How We Use Your Information

We may use your personal information to:

- Respond to enquiries and provide quotations
- Process and fulfil orders
- Deliver our products and services
- Manage our relationship with customers and suppliers
- Provide customer support
- Maintain business, accounting and legal records
- Improve our website, products and services
- Meet our contractual and legal obligations
- Protect our business against fraud, misuse or security threats

We will only use your personal information where we have a lawful reason to do so, including where it is necessary to perform a contract, comply with a legal obligation, pursue our legitimate business interests or where you have given your consent.

3. Cookies

Our website may use cookies and similar technologies. Cookies are small text files stored on your computer or device that help the website function correctly, remember preferences and provide information about how visitors use the website.

You can manage or delete cookies through your browser settings. Disabling certain cookies may affect how some parts of the website operate.

4. Sharing Your Information

Balufab Ltd does not sell, trade or rent your personal information.

We may share relevant information with trusted third parties where necessary to operate our business and provide our services. These may include:

- IT and website service providers
- Professional advisers, accountants and insurers
- Delivery, installation and subcontracting partners
- Payment-processing providers
- Government bodies, regulators or law-enforcement agencies where legally required

Third-party service providers must protect your information and may only use it for the agreed purpose.

We may also disclose information where required by law or where reasonably necessary to protect our rights, property, employees, customers or other persons.

5. Data Security

We take reasonable technical and organisational measures to protect personal information against loss, unauthorised access, alteration, disclosure or destruction.

However, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

6. Data Retention

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected and to meet any contractual, accounting, tax, insurance or legal requirements.

7. Your Rights

Under applicable UK data-protection law, you may have the right to:

- Request access to the personal information we hold about you

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- Ask us to correct inaccurate or incomplete information
- Ask us to erase your personal information in certain circumstances
- Ask us to restrict how your information is used
- Object to certain types of processing
- Request the transfer of your information
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us using the details below. We may need to verify your identity before responding.

You also have the right to raise a concern with the Information Commissioner's Office at www.ico.org.uk.

8. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our business practices, website or legal obligations. The latest version will be published on our website with the date it was last updated.

9. Contact Us

If you have any questions, concerns or requests concerning this Privacy Policy or how Balufab Ltd handles your personal information, please contact:

Balufab Ltd

Email: steel@balufab.com