
TRUESTONE CONSTRUCTION LTD – PRIVACY POLICY

Effective date: June 11, 2025

1. Who we are

Truestone Construction Ltd (“we”, “us”, “our”) is a private limited company (Company No. 13152358), registered office at Suite 57-58, Capital Business Centre, 22 Carlton Road, South Croydon, CR2 0BS ([Companies house](#)). We provide building, landscaping, maintenance, refurbishments, and extensions across South East London.

2. Data we collect

We collect and process personal data you provide such as:

- **Contact info:** name, phone, email, address via contact forms or emailed inquiries.
- **Project details:** information about building/refurbishment jobs, site addresses, budgets.
- **Website usage data:** IP address, cookies, analytics (via Google Analytics or similar).
- **Optional data:** if you submit a review, testimonial, or upload images.

3. Legal basis for processing

- **Contract & pre-contract communications:** to respond to enquiries and deliver services
- **Consent:** for marketing (with opt-in) and retaining testimonials on the website
- **Legitimate interests:** improving user experience, analytics, and preventing fraud
- **Legal obligations:** bookkeeping, HMRC, insurance reporting

4. Why we process your data

- To provide quotes, schedule site visits, send invoices
- For customer support and queries
- To run, maintain and secure our website via cookies and analytics

- To comply with legal, accounting, and audit obligations

5. Sharing your data

We *do not* sell your personal data. We may disclose it to:

- Trusted third parties (e.g. project suppliers, subcontractors, surveyors, legal advisors, IT/hosting services)
- Regulators or law enforcement if legally required

6. Data storage & security

Your data is stored securely (encrypted digital systems and locked offices). Access is limited to authorised personnel. We retain data no longer than necessary, typically:

- For enquiries: up to 2 years after final contact
- For completed projects, tax, insurance or legal purposes: up to 6 years

7. Cookies & website tracking

We use cookies to:

- Enable site functionality
- Monitor analytics (e.g., via Google Analytics) to improve UX
- Optionally store marketing preferences with consent
You may disable cookies in your browser, though it may affect website performance.

8. Your rights under UK GDPR

You have the right to:

- Access or correct your personal data
- Request erasure (“right to be forgotten”)
- Restrict or object to processing
- Port your data
- Withdraw consent at any time (without affecting lawfulness of prior processing)
Requests can be made via email or post (details below).

9. Marketing

We will only send marketing (e.g., newsletters, promotions) with your explicit consent. You can opt-out anytime via unsubscribe links or by emailing us.

10. Complaints

If unhappy with how we handle your data, contact us below. You also have a right to lodge a complaint with the UK Information Commissioner's Office (ICO).



Contact & Data Controller

Data Controller: Truestone Construction Ltd

Address: Suite 57-58, Capital Business Centre, 22 Carlton Road, South Croydon, CR2 0BS

Email: info@truestoneconstruction.co.uk (or cursonshawmaintenance@gmail.com)

Phone: 07767 636 368



Updates to This Policy

We may update this policy from time to time. Please check the "Effective date" above.
