

Integrated Management System Document		Uncontrolled when printed or downloaded	
	<i>Privacy Notice – Company Website</i>		IMSD-0020c-PR
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Privacy Notice Company Website

Authorised and Owned by			Signature	Date
Fraser Mercer - Director				13/02/2026
Produced by			Signature	Date
Internal				
Rev	Page	Updates	Made by	Date
R1	All	First issue	E Armstrong	24/11/2021
R2	All	Annual review	E Armstrong	23/01/2023
R3	All	Reviewed	E Armstrong	15/01/2024
R4	All	Reviewed, no changes	Georgie Pease	20/01/2025
R5	All	Reviewed – Added numbering. Added 'Who we are', ICO Registration Details and Right to complain. Amended Opening statement, How we collect your personal data, How we use your personal data, Security, Data retention, Your Data Protection Rights	Jenny Richards	13/02/2026

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Privacy Notice

This Privacy Notice explains how Mercer Building Solutions Ltd (we, us, our) use any personal information we collect via our website (www.mercerbuildingsolutions.com) and how it may be used. We are committed to protecting your privacy and ensuring that your personal data is processed securely, lawfully, and transparently.

1. What Personal Data We Collect

We collect personal data in order to communicate, conduct our business and to promote our services. This data will never be shared with a third party without your express consent, unless required to do so by law.

- Identity Data may include your first name, last name, username, title, and gender.
- Contact Data may include your billing address, email address and telephone numbers.
- Technical Data may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- Usage Data may include information about how you use our website, products and services.
- Marketing and Communications Data may include your preferences in receiving marketing communications from us and your communication preferences.

2. Who We Are

Mercer Building Solutions Ltd (“we”, “us”, “our”) is the data controller responsible for the personal information collected through our website:

www.mercerbuildingsolutions.com

Registered Address:

Mercer Building Solutions Ltd
Unit 4, The Coach House
Desford Hall
Leicester Lane
Desford
Leicestershire
LE9 9JJ

ICO Registration:

- Registration Reference: **ZA561965**
- Registered: **06 November 2019**
- Registration Expires: **05 November 2026**

We are committed to protecting your privacy and processing your personal data securely and transparently.

3. How we collect your personal data

Direct Interactions

You may provide data when you:

- Submit a website enquiry form
- Contact us by telephone, email or post
- Request information or provide feedback

Automated Technologies

Technical and usage data may be collected automatically through cookies or similar technologies as you interact with our website.

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Third-Party Services

We may receive limited technical information from:

- Website hosting providers
- Analytics partners
- IT and systems providers

4. How we use your personal data

We use your personal data only where legally permitted. Our purposes and lawful bases include:

Purpose	Lawful Basis
Responding to enquiries	Legitimate interests
Providing services or responding to pre-contract discussions	Contract
Internal record keeping	Legitimate interests
Website analytics and performance monitoring	Legitimate interests or consent (where required)
Legal or regulatory compliance	Legal obligation

Where legitimate interest is used, we ensure it is balanced against your rights and freedoms as required under the UK GDPR.

We do not use your personal data for direct marketing.

5. Security

We take appropriate technical and organisational measures to protect your information, including:

- Secure servers and encrypted connections
- Controlled access to systems
- Staff awareness and training
- Regular monitoring and updates of our systems

6. Mobile device privacy

When accessing our website via a mobile device, data may be collected automatically, such as the type of mobile device you have and information about your use of the site. Regardless of the device you use to access the website, it will also collect information you provide, as well as information about your interaction with the website and its content.

If location services are activated on your mobile device, our website may collect information about the location of your device. Your mobile network service providers may collect device-specific information, such as a device identifier, when you use our website. This information collected by your mobile network service will not be associated with your user account with us, or with your personally identifiable information.

7. Disclosure of your personal data

We may disclose your personal information to our employees, officers, agents, suppliers or subcontractors insofar as reasonably necessary for the purposes set out in this privacy policy. In addition, we may disclose your personal information:

- to the extent that we are required to do so by law;
- in connection with any ongoing or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- to the purchaser (or prospective purchaser) of any business or asset that we are (or are contemplating) selling;

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- to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in my reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy policy, we will not provide your information to third parties.

8. Data retention

We retain your data only for as long as necessary for the purposes for which it was collected:

- **Website enquiries:** normally retained for **12–24 months**, unless they become active projects
- **Customer records:** retained for a minimum of **6 years** to meet legal and accounting obligations
- **Analytics data:** retained in accordance with our analytics provider's retention schedule.

9. Your legal rights

You have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Request restriction of processing
- Object to processing
- Request data portability

You may also withdraw consent where processing is based on consent. We may need to verify your identity before fulfilling your request. We will respond within one month of receiving your request, in line with UK GDPR requirements.

10. Cookies

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may use both “session” cookies and “persistent” cookies on the website. Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We will use the session cookies to keep track of you whilst you navigate the website and to prevent fraud and increase website security. We will use the persistent cookies to enable my website to recognise you when you visit and keep track of your preferences in relation to your use of our website.

We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to my website is used to create reports about the use of the website.

In most Internet browsers, you can change your settings so that you will be warned each time a cookie is being sent, or so that cookies will be turned off. With cookies blocked, some functions of the site may not operate properly.

11. Right to Complain to the ICO

If you have concerns about how your data has been handled, you may contact the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow

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Cheshire
SK9 5AF

Telephone: **0303 123 1113**

Website: www.ico.org.uk

12. How to Contact Us

If you need to discuss this Privacy Notice further, or wish to request what information we hold you then you can do so by the following means:

Calling us on 01455 393100

Emailing is on info@mercerbuildingsolutions.com

Further Information

If you have previously agreed to Mercer Building Solutions Ltd using your personal information, then you can change your mind at any time by emailing us.

If you believe any information Mercer Building Solutions Ltd holds on you is incorrect or incomplete, please email us so we can make corrections.

We may update this privacy policy from time to time by posting a new version here on our website, therefore you may wish to check this page occasionally to ensure you are happy with any changes. We may also notify you of changes to our privacy policy by email, if you have elected to receive these.