

Privacy Policy

Clearglass (Cambridge) Ltd Glass & Glazing Specialists

Last updated: April 2026 (reviewed and updated as required)

Who we are: Clearglass (Cambridge) Ltd provides bespoke glazing services including shower enclosures, splashbacks, and installations.

The data controller is Clearglass (Cambridge) Ltd (Company No. 07953485), with the Communications Director acting as the designated contact for data protection matters.

What data we collect: Name, address, email, telephone number, project details, and communications.

How we use your data: We use your data to provide services (contract), meet legal obligations, and for legitimate business interests (to prevent fraud, to improve our services, and for direct marketing purposes).

Providing your personal data is a contractual requirement necessary for us to deliver our glazing services. It ensures we have the correct details for payment and invoicing so that glazing jobs can be completed and billed accurately. If you do not provide the required information, we may not be able to proceed with your project.

We do not rely on consent as a lawful basis for processing your personal data.

Systems we use: We use Smart Glazier CRM and Microsoft Outlook (cloud-based systems).

Data sharing: We may share data with suppliers, installers, accountants, and IT providers where necessary. We do not sell your data.

International transfers: Data may be stored in the UK and New Zealand, with appropriate safeguards in place.

Retention: Customer records are retained for 6–7 years. Enquiries are retained for up to 24 months.

Your rights: You have rights including access, correction, deletion, restriction, objection, and portability.

To exercise these rights, please contact us using the details below. We will respond to your request within one month.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

Contact Communications Director Clearglass (Cambridge) Ltd Unit M, Broad Lane Industrial Estate Cottenham Cambridge CB24 8SW

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