



Privacy Policy

Last updated: 9 August 2026

1. About this Privacy Policy

Lancashire Fire Compliance Ltd ("we", "us", "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use and protect personal information when you visit our website, contact us, request a quotation, make a booking or use our services.

Data Controller:

Lancashire Fire Compliance Ltd

[61 Elmstead, Skelmersdale, WN8 6DA, UK]

Email: info@lancashirefirecompliance.co.uk

Telephone: [01695 355 432]

2. Information we collect

- Name and contact details
- Email address
- Telephone number
- Business and property address
- Information provided when making a booking or requesting a quotation
- Details about your premises and fire safety requirements
- Information contained within correspondence, reports or instructions
- Payment and transaction information where applicable
- Information you voluntarily provide through our website, email or other communication channels

We do not intentionally collect sensitive personal information unless it is necessary for a specific purpose and there is a lawful basis for doing so.

3. How we use your information

- Respond to enquiries and requests for quotations
- Arrange and manage appointments and site visits
- Provide fire door inspections, fire risk assessments, fire safety advice and related services
- Prepare reports, quotations and recommendations
- Communicate with you about your booking or services
- Process payments where applicable
- Maintain business and financial records
- Meet our legal and regulatory obligations



- Protect our business against fraud, misuse or disputes
- Improve our website and services

Where processing is necessary to provide a service you have requested, we may rely on the contractual/pre-contractual necessity lawful basis. Where appropriate, we may also rely on legitimate interests for reasonable business administration, record keeping and maintaining the security of our systems.

4. How we collect information

- Directly from you through our website
- Through our booking forms
- By telephone or email
- When you request a quotation
- During the provision of our services
- Through correspondence with you or your organisation

We may also receive information from a client organisation where you are acting on its behalf.

5. Who we may share your information with

We will only share personal information where there is a legitimate reason to do so.

- Service providers that support our website and booking system
- Payment providers where payment is made online
- Professional advisers where necessary
- Contractors or subcontractors involved in delivering services, where relevant
- Government, regulatory or law-enforcement authorities where we are legally required to do so.
- We do not sell your personal information.

6. How we protect your information

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. However, no method of electronic transmission or storage can be guaranteed to be completely secure.

7. How long we keep your information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, including to meet legal, accounting, contractual and reporting requirements. Different types of information may be retained for different periods. When information is no longer required, we will take reasonable steps to securely delete or dispose of it.

8. Your rights

- Request access to the personal information we hold about you
- Ask us to correct inaccurate or incomplete information



- Request deletion of your information in certain circumstances
- Ask us to restrict processing in certain circumstances
- Object to certain processing
- Request portability of certain information
- Withdraw consent where processing is based on consent

You can contact us using the details above if you wish to exercise your rights.

You also have the right to complain to the Information Commissioner's Office (ICO) if you believe your personal information has not been handled appropriately.

9. Cookies

Our website may use cookies and similar technologies to ensure the website operates correctly, understand how visitors use the website and improve our services. Some cookies may be necessary for the operation of the website, while others may require your consent depending on their purpose. You can manage cookie preferences through your browser or the cookie controls provided on our website.

10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, website or legal requirements. The latest version will always be published on this page.