Privacy Policy

Durnin Workshop Carpentry

Last updated: 15 October 2026

1. Introduction

Durnin Workshop Carpentry is committed to protecting the privacy and personal information of customers, prospective customers and visitors to our website.

This Privacy Policy explains how we collect, use, store and protect personal information in accordance with the General Data Protection Regulation (GDPR) and applicable Irish data protection legislation.

Business name: Durnin Workshop Carpentry

Location: Bettystown, County Meath, Ireland

Website: https://www.durninworkshop.ie

Telephone: 086 243 1258

Privacy contact email: [Insert business email address]

Durnin Workshop Carpentry is the data controller responsible for the personal information described in this policy.

2. Information We Collect

We may collect the following information when customers contact us, request quotations or use our services:

Full name

Email address

Telephone number

Property address, Eircode or project location

Details of requested carpentry or construction work

Photographs, measurements and project specifications supplied by customers

Correspondence relating to quotations, bookings and completed projects

Payment and invoicing information

Website usage and cookie information, where applicable

We collect information directly from customers through our website, telephone, email, Facebook, Instagram and other enquiry channels.

3. Facebook and Instagram Lead Forms

Durnin Workshop Carpentry uses Meta advertising services, including Facebook and Instagram, to promote our services and receive customer enquiries.

When someone completes one of our advertising enquiry forms, we may receive their name, telephone number, email address, location and information about their proposed project.

We use this information to:

Respond to customer enquiries

Discuss proposed work

Arrange site visits

Prepare and provide quotations

Follow up on requested services

We do not automatically add people who submit quotation enquiries to marketing mailing lists.

Meta separately processes certain information under its own privacy policies.

4. How We Use Personal Information

We process personal information for the following purposes:

Customer enquiries and quotations: To respond to requests and take steps towards providing services.

Contractual services: To schedule, manage and complete agreed work.

Business administration: To manage invoices, payments, accounting records and legal obligations.

Customer communications: To provide updates about quotations, appointments and ongoing projects.

Marketing: To send promotional communications where we have a lawful basis to do so, including consent where required.

Website security and performance: To maintain and protect our website and understand its use where permitted by law.

5. Legal Basis for Processing

Depending on the circumstances, we process personal information under one or more of the following lawful bases:

Contract or pre-contractual steps: Responding to quotation requests and delivering agreed services.

Legal obligations: Maintaining records required for taxation, accounting and regulatory compliance.

Legitimate interests: Managing customer relationships, responding to enquiries and protecting our business, where those interests are not overridden by individuals' rights.

Consent: Where required for optional marketing, non-essential cookies or other specific processing.

Where processing relies on consent, individuals may withdraw that consent at any time.

6. Sharing Personal Information

We do not sell customers' personal information.

We may share relevant information with trusted service providers where necessary, including:

Website hosting and website management providers

Email and communications providers

Accounting and bookkeeping services

IT and business administration providers

Subcontractors where information is necessary to carry out agreed work

Advertising and lead management platforms, including Meta

We may also disclose information where required by law.

Where service providers process personal information on our behalf, we take appropriate steps to ensure that suitable data protection arrangements are in place.

7. Data Retention

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, including applicable legal, tax and accounting requirements.

Quotation enquiries that do not result in work will be retained for [insert agreed retention period], unless a longer period is justified.

Customer, contract and financial records may be retained for longer where required by law or necessary for legitimate business purposes.

Information is securely deleted or anonymised when no longer required.

8. Data Security

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

Access to customer information is limited to people who need it for legitimate business purposes.

No internet-based system can be guaranteed completely secure.

9. Cookies and Website Analytics

Our website may use cookies and similar technologies to support website functionality, measure performance and improve visitor experience.

Where non-essential cookies or tracking technologies are used, we will provide appropriate information and obtain consent where required.

Further information about the cookies actually used on our website should be provided through our website's cookie information or consent settings.

10. International Data Transfers

Some technology and advertising providers may process personal information outside the European Economic Area.

Where applicable, we seek to ensure that such transfers are subject to appropriate safeguards required by data protection law.

11. Your Data Protection Rights

Under GDPR, individuals may have the right to:

Request access to their personal information

Request correction of inaccurate information

Request deletion of personal information

Request restriction of processing

Object to certain processing activities

Request data portability where applicable

Withdraw consent where processing is based on consent

To exercise these rights, please contact us using the details below.

Individuals also have the right to lodge a complaint with the Irish Data Protection Commission.

Website: https://www.dataprotection.ie

12. Third-Party Websites

Our website and social media pages may contain links to external websites.

We are not responsible for the privacy practices of third-party websites. Visitors should review the relevant privacy policies before providing personal information.

13. Changes to This Policy

We may update this Privacy Policy to reflect changes in our business operations, technology or legal requirements.

The latest version will be published on our website with its updated date.

14. Contact Us

For questions about this Privacy Policy or how personal information is handled, please contact:

Durnin Workshop Carpentry

Bettystown, County Meath, Ireland

Telephone: 086 243 1258

Email: [Insert business email address]

Website: https://www.durninworkshop.ie