

Kayvic Ltd – Privacy Policy

Last Updated: 1 January 2026

1. Who We Are

Kayvic Ltd

Unit 22, Capel Hendre Industrial Estate, Ammanford, SA18 3SJ

Company No: 16608860

Email: sales@kayvic.co.uk

Kayvic Ltd is the data controller and responsible for your personal data.

2. Personal Data We Collect

We collect personal information you provide directly, including:

- Name
- Email address
- Phone number
- Address / site address
- Order details
- Project requirements
- Messages submitted through contact forms
- Customer account information

Payment information is processed securely by our payment provider. We do not store card details.

We also collect technical data via website analytics, including:

- IP address
- Browser type/version
- Device type
- Pages visited
- Time spent on pages
- Referring URLs

3. How We Use Your Personal Data

We use your data to:

- Respond to enquiries
- Prepare quotations
- Process orders and contracts
- Manufacture and deliver goods
- Provide installation services
- Manage customer accounts
- Process payments
- Improve our website and services

We do not sell or rent your data.

4. Legal Bases for Processing

We process data on the following lawful bases:

- Contract
- Legitimate Interests
- Legal Obligation
- Consent (for non-essential cookies)

5. Sharing Your Information

We only share data where necessary:

- Payment processors
- IT/website hosting providers

We do not share data for marketing.

6. Data Retention

- Contract/order records: 6 years
- Enquiries and quotes: up to 2 years
- Analytics data: typically 26–38 months

7. Your Rights

You may request:

- Access
- Correction
- Deletion
- Restriction or objection
- Data portability
- Withdrawal of consent

Contact: sales@kayvic.co.uk

8. Data Security

We use secure servers, restricted access, encryption, and monitoring.

9. Cookies

Our website uses essential and analytics cookies.

We do not use advertising cookies.

10. International Transfers

We do not routinely transfer data outside the UK. Any necessary transfers follow UK GDPR safeguards.

11. External Links

We are not responsible for external website privacy practices.

12. Complaints

Contact us at sales@kayvic.co.uk.

You may also contact the ICO: www.ico.org.uk

13. Updates

We may update this policy periodically. The latest version will be available on our website.