

Tank Handmade Ltd – Privacy Policy

Last updated: October 2025

1. Company Details

Tank Handmade Ltd
Hill Green Farm, Clavering, Saffron Walden, CB11 4QS
Phone: 01799 550099
Email: info@tankhandmade.com
Website: www.tankhandmade.com
Company No: 08770129

Tank Handmade Ltd is committed to protecting your personal data and respecting your privacy. This policy explains how we collect, use, and safeguard your information when you interact with us.

2. What Information We Collect

We may collect and store the following information:

Your name, address, email address, and telephone number
Project and order details
Payment and invoicing information
Correspondence and communications
Website usage data (through cookies or analytics tools)

We only collect information necessary to manage our business relationship and fulfil our contractual, legal, or service obligations.

3. How We Use Your Information

Your data is used to:

Respond to enquiries and provide quotations
Process and manage orders, payments, and deliveries
Communicate throughout design and production
Maintain accurate accounting and legal records
Improve our website and customer experience
We do not sell, rent, or trade personal data for marketing purposes.

4. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

Contractual necessity – to fulfil an order or agreement with you
Legitimate interest – to manage our business effectively and communicate with clients
Legal obligation – to comply with tax, accounting, or regulatory requirements
Consent – where you have explicitly agreed (e.g. for updates or newsletters)

5. Data Storage and Security

Personal information is stored securely on password-protected and encrypted systems.

Access is limited to authorised personnel only.

We retain personal data only for as long as necessary:

Financial records: 7 years (HMRC requirement)
General correspondence and project details: up to 2 years after completion
Once data is no longer required, it is securely deleted or anonymised.

6. Sharing Your Data

We only share your personal data where necessary, such as with:

Payment processors and accounting systems
Delivery or courier services
IT and website hosting providers

All third-party partners are required to comply with data protection laws and to use your data only as instructed by Tank Handmade Ltd.

7. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of any inaccurate information
- Request deletion of your data where legally appropriate
- Object to processing or restrict how your data is used
- Withdraw consent (where consent was given)

To exercise these rights, please contact us at: info@tankhandmade.com

If you are unsatisfied with our response, you have the right to raise a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

8. Cookies and Website Analytics

Our website may use cookies and analytics tools (such as Google Analytics) to help improve performance and user experience.

Cookies collect anonymous data such as:

- Browser type and device information
- Pages visited and time spent on the site
- Anonymised IP addresses

You can manage or disable cookies through your browser settings at any time.

9. Changes to This Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal obligations.

The most recent version will always be available on our website, with the revision date shown at the top of this page.