

# Privacy Policy for Smile Locksmith Ltd

**Last Updated:** March 2026

At **Smile Locksmith Ltd**, we are committed to protecting and respecting your privacy. This policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others, and how we keep it secure.

## 1. Who are we?

Smile Locksmith Ltd is a professional locksmith service based in the UK. For the purposes of data protection law, we are the "Data Controller" of the personal information you provide to us via our website and service inquiries.

- **Company Name:** Smile Locksmith Ltd
- **Website:** [www.smilelocksmith.co.uk](http://www.smilelocksmith.co.uk)
- **Email:** [smilelocksmith@gmail.com](mailto:smilelocksmith@gmail.com)
- **Phone:** 07951139355

## 2. How do we collect information from you?

We obtain information about you when you use our website or services, for example, when you:

- Contact us about our services via web forms.
- Request a quote or emergency call-out.
- Interact with us via email or telephone.
- Use our website (via cookies and analytics).

## 3. What type of information is collected?

The personal information we collect might include:

- **Identity Data:** Name and title.
- **Contact Data:** The address where locksmith services are required, your email address, and your phone number.
- **Technical Data:** Your IP address, browser type, and information regarding what pages are accessed and when.
- **Service Data:** Details about the locksmith services you have requested or we have provided.

## 4. How is your information used?

We may use your information to:

- Provide you with a quote for locksmith services.

- Carry out our obligations arising from any contracts entered into by you and us (i.e., attending a job).
- Seek your views or comments on the services we provide.
- Notify you of changes to our services.

**Our Legal Basis for processing:** We process your data primarily to perform a **Contract** (providing locksmith services) or based on our **Legitimate Interests** (responding to inquiries and improving our website experience).

## 5. Who has access to your information?

We will **not** sell or rent your information to third parties. We will **not** share your information with third parties for marketing purposes.

We may pass your information to **third-party service providers** (such as subcontractors or payment processors) strictly for the purposes of completing tasks and providing services to you on our behalf. We disclose only the personal information that is necessary to deliver the service.

## 6. Your Rights

Under the UK GDPR, you have the right to request access to, correction of, or erasure of your personal data. You also have the right to object to or restrict certain processing activities.

If you wish to exercise any of these rights, please contact us at [smilelocksmith@gmail.com](mailto:smilelocksmith@gmail.com).

## 7. Security

When you give us personal information, we take steps to ensure that it's treated securely. We use industry-standard security protocols to protect our website and your data from unauthorized access or disclosure.

## 8. Use of 'Cookies'

The Smile Locksmith Ltd website uses cookies to recognize you when you visit and help us improve our service. You can switch off cookies by adjusting your browser preferences.

## 9. Contact Us

If you have any questions regarding this Policy or our privacy practices, please contact us:

- **Email:** [smilelocksmith@gmail.com](mailto:smilelocksmith@gmail.com)
- **Phone:** 07951139355