

GLOWIA LIGHTS

Headquarters – UK
Level 1, Devonshire House
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Privacy Policy

Last Updated: 30 September 2026

1. Introduction

Glowia Lights ("Glowia Lights", "we", "us", or "our") respects your privacy and is committed to protecting the personal information you provide when using our website. This Privacy Policy explains how we collect, use, store, and protect personal information when you visit our website, contact us, submit an enquiry, request information about our products or services, or otherwise interact with us online.

Our website may collect information such as your name, email address, and telephone number when you voluntarily submit this information through enquiry forms, contact forms, quotation requests, or other communication channels.

2. Information We Collect

2.1 Information You Provide

When you submit an enquiry or contact form, we may collect:

- Full name
- Email address
- Telephone number
- Company name, where provided
- Information contained in your enquiry or message
- Product or service requirements
- Any other information you voluntarily provide

2.2 Information Collected Automatically

Depending on the technologies and services implemented on the website, we may automatically collect IP address, browser type and version, device type, operating system, approximate location, pages visited, visit date and time, referring source, website interaction information, and technical or diagnostic information.

3. How We Use Your Information

We may use information to respond to enquiries, contact you regarding requested products or services, prepare quotations, understand requirements, provide customer support, manage business communications, improve our website and services, maintain security, prevent misuse, maintain business records, and comply with applicable legal and regulatory obligations.

4. Legal Basis for Processing

Where applicable data protection law requires a lawful basis, we may rely on consent, legitimate interests, contractual necessity, or legal obligations, depending on the circumstances.

5. How We Use Contact Information

If you provide your name, email address, or telephone number through our website, we may use these details to respond to your enquiry. Where marketing communications require consent under applicable law, we will obtain the appropriate consent before sending them.

6. Sharing Your Information

We do not sell your personal information. We may share personal information with carefully selected third parties where reasonably necessary to operate our business or provide services, including website hosting, maintenance and development, email services, CRM systems, analytics, IT and security providers, professional advisers, and authorities where legally required.

7. International Data Transfers

Some service providers may process information outside the United Kingdom. Where personal information is transferred internationally, we will take appropriate steps to ensure the transfer is carried out in accordance with applicable data protection requirements.

8. Data Retention

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, unless a longer period is required or permitted by law.

9. Data Security

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

10. Cookies and Similar Technologies

Our website may use cookies and similar technologies for essential functionality, preferences, analytics, and, where applicable, marketing. Where required, non-essential cookies will only be used after appropriate consent. Please refer to our Cookie Policy for more information.

11. Your Privacy Rights

Depending on your location and applicable law, you may have rights to request access, correction, deletion, restriction, objection, portability, withdrawal of consent, or to lodge a complaint with the relevant data protection authority. These rights are subject to applicable legal conditions and exemptions.

12. Marketing Communications

If we send marketing communications, we will do so in accordance with applicable marketing and data protection requirements. Where consent is required, we will obtain consent before sending marketing communications. You may unsubscribe at any time.

13. Third-Party Websites

Our website may contain links to third-party websites. These websites operate independently and may have their own privacy policies. We are not responsible for their privacy practices, content, or security.

14. Children's Privacy

Our website is intended for general audiences and business users. We do not knowingly collect personal information from children where such collection is prohibited by applicable law.

15. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes to our business, website, technologies, or applicable legal requirements. The latest version will be published on this page with the revised date.

16. Contact Us

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