Privacy notice

Express Skylights | Version 2026-11-27-v1 | Effective 27 November 2026

Controller and contact

EXPRESS SKYLIGHTS ONLINE LIMITED, trading as Express Skylights; company 12686248, registered in England and Wales; VAT GB353450316. Email sales@expressskylights.co.uk; telephone 07513 069927 (Monday to Friday, 8am–4pm).

Registered office and postal correspondence address: 16 Cufaude Lane, Bramley, Tadley, England, RG26 5DL. Registered office only; not a showroom or customer collection facility. Authorised goods-return destination: Titan Bramley, Unit 16 Cufaude Business Park, Cufaude Lane, Bramley, Tadley RG26 5DL.

Privacy requests: sales@expressskylights.co.uk. This notice explains how this website uses personal information and how to contact us about your rights.

Information and purposes

Quote/enquiry forms: name, email, optional phone/postcode, product dimensions, configurations, quantity and notes are saved in Lovable Cloud for staff responses. Where the bespoke form offers a drawing, the current implementation adds the filename to notes but does not upload its contents; do not assume a drawing has reached us.

Checkout/order records: name, email, phone, delivery and billing addresses, item specifications, amounts, payment references, order status, invoice PDFs and accepted legal version are stored for fulfilment, support, tax and dispute records. Full payment-card details are entered on Stripe, not held in our order database. Stripe may process payment, fraud and billing information under its own terms.

Accounts: sign-in identifiers and sessions are processed by Lovable Cloud authentication. If you choose Google sign-in, Google and Lovable process that sign-in; account purchase records are accessible only as authorised. Administrator activity and errors may produce security logs.

Support chat: messages/history are kept in browser storage and the recent conversation plus current basket are sent to our support endpoint. Lovable AI Gateway routes them to the configured OpenAI support model. The assistant cannot retrieve live order records; contact our team for order-specific help. Human handover creates an email link for you to send; it is not an automatic message. Please do not include card data or unnecessary sensitive information.

Lawful bases and recipients

Contract / steps you request before a contract: quotes, checkout, delivery and order support. Legal obligation: tax/accounting records and mandatory remedies. Legitimate interests: proportionate fraud prevention, security, service administration and handling complaints. Consent: optional analytics/advertising storage and any separately chosen email marketing. We do not make marketing consent a condition of buying or treat a quote/order as permission for newsletters.

Recipients actually involved: Lovable Cloud hosting/database/authentication/private invoice storage; Stripe payment services; Lovable managed Emails and its delivery infrastructure (the configured notify subdomain uses Mailgun delivery); Lovable AI Gateway and OpenAI for support. Fulfilment suppliers/carriers will need necessary delivery/specification details when dispatch is authorised; we share only the information needed for that purpose. Our staff receive order notifications at sales@expressskylights.co.uk, using our Microsoft 365 business mailbox. Google Analytics 4 is configured and receives consented visit and ecommerce events, including viewed items, basket changes, checkout steps and verified purchases. Our app events exclude contact details and URL queries. Google Ads tags are not currently configured; no advertising events are sent by the site. External font styles/fonts are requested from Google Fonts when pages load, exposing connection/device

request information; this is separate from analytics.

Orders/quotes do not automatically enrol you in marketing. No newsletter subscription is currently implemented. Live payment receipts, invoice links and internal order notifications use our managed email service and are separate from marketing. Sandbox orders suppress external order emails. An expressly authorised live payment-test purchase uses the normal live order-email flow. Quote acknowledgement requires its explicit live-email switch.

Visitor statistics and optional tracking

We count basic visit statistics for every visitor, whatever you choose on our cookie banner: pages visited, time on page, page speed and errors. This uses no cookies and does not identify you. The editor preview is not counted by Lovable visitor analytics.

Lovable analytics uses no cookies, stores nothing on your device, does not keep IP addresses and does not identify visitors. It records pages visited, referral source, country, browser, operating system and device type, visit duration, loading speed, errors and clicks. Detailed data is kept for 90 days and daily summaries for a year. Lovable collects this data for us. Lovable’s privacy policy explains how it handles it: https://lovable.dev/privacy.

We ask every visitor first: clicks and other optional actions are recorded only after analytics opt-in; advertising is a separate opt-in. If your browser sends a Global Privacy Control signal we do not record those optional actions. Basic anonymous visit statistics continue as described above. No app events are currently sent through window.__lovableEvents. Google Analytics waits for analytics opt-in; advertising remains a separate optional choice.

Storage, retention and international transfers

The basket and support history are saved in your browser until you clear them; sign-in/session storage lasts until sign-out, expiry or clearing as applicable. Your consent choice is saved for 6 months after rejecting and 12 months after accepting. Google Analytics, when accepted, may set cookies to distinguish visits and measure activity. Their lifetime depends on Google and browser settings; you can remove them in your browser and withdraw consent in Cookie settings.

We retain enquiry, order, invoice and support information for as long as needed to respond, fulfil the contract, administer guarantees, meet tax/accounting obligations and establish or defend legal claims. We assess retention according to the purpose, legal requirements, sensitivity and continuing need; records may remain in backups for recovery. Provider logs follow the relevant service policies. Browser clearing does not delete stored order or enquiry records; contact us for a retention or deletion request.

Hosting, email, authentication, Stripe, Google and AI providers may process data outside the UK. We do not claim UK-only processing. Processing locations and transfer arrangements depend on the service and its applicable terms. Contact us for information about the providers and transfer arrangements relevant to your data. This notice does not assert a particular adequacy decision or contractual safeguard that has not been verified.

Your rights and complaints

Contact sales@expressskylights.co.uk to request access, correction, erasure, restriction, portability where applicable, or to object to legitimate-interest processing. You also have the right to complain directly to us about our handling of your data. Withdraw consent through Cookie settings or, for separately agreed marketing, the unsubscribe/contact route. Withdrawal does not affect earlier lawful processing. Rights are subject to legal conditions; necessary tax or dispute records may need to be retained. We normally respond within one month; any lawful extension and reasons will be explained. We may need proportionate identity verification.

You may complain to the Information Commissioner’s Office (ICO): https://ico.org.uk/make-a-complaint/. You

need not complete our complaints process first. We do not use the support assistant to make legally significant solely automated decisions about you; payment-provider fraud controls operate under the provider’s policies.

Contact/address details needed to provide a requested quote, account or delivery are necessary to handle that request or contract; without them we may be unable to respond, create the account or fulfil the order. Optional phone/notes on quote forms and all marketing/tracking choices are voluntary. We explain any further use for a new purpose before doing so.

Necessary hosting cookie

Our hosting provider sets one strictly necessary cookie. It makes sure every page you load comes from the same version of the site. It holds no information about you and expires within 7 days. Other functional browser storage is described above and in Cookies.