Privacy & Cookie Policy

Jigsaw Industrial Curtains | stripcurtains.co.uk

Updated 25 October 2026

Who is responsible

Jigsaw Industrial Curtains and stripcurtains.co.uk are operated by Jigsaw Industrial Ltd, company number 03627400. We are responsible for the customer information described in this notice. Our address is Unit 3, Daneside Business Park, Riverdane Road, Congleton, Cheshire, CW12 1UN. Contact info@stripcurtains.co.uk or 01260 272313 about your information.

Information we use

We use contact names, company names, email addresses, telephone numbers, billing and delivery addresses, purchase order references and correspondence. Product records include dimensions, material choices, quantities, quote references and order details. Technical information may include your IP address, browser information, session identifiers and security events. Please send only photographs and information needed to explain your enquiry.

PayPal collects payment details through its own checkout. We receive payment status, transaction references and the customer and address details needed to fulfil and record the order. Our website does not ask you to email card details or store your full payment-card number or security code.

Why we use it

We use information to prepare requested quotes, process purchases, manufacture the agreed specification, arrange delivery, answer questions and provide after-sales support. Where you buy personally, this is necessary to take steps at your request or perform our contract with you. For business contact details, our legitimate interests are responding to enquiries and managing our customer relationships.

We keep records required for accounting and tax obligations. We also use information where reasonably necessary to prevent fraud, protect our systems, resolve disputes and establish or defend legal claims. Optional services that rely on consent are controlled through Cookie preferences. We do not treat a purchase or enquiry as permission to send unrelated promotional emails.

Our shared business records

The new storefront shares the existing order-management system used by our discount-pvc-curtains.co.uk business. Product quotes, shopping carts, official quotations, pro formas, invoices and relevant customer details are recorded there so our staff can process and support your order. This is administration within Jigsaw Industrial Ltd, rather than a sale of your information to another business.

Who receives information

Information is available to staff who need it and to service providers supporting hosting, email, website security, payment processing and delivery. We provide carriers with the delivery information needed for your consignment. Professional advisers and public authorities may receive information where necessary for advice or a legal obligation.

PayPal and Google may process information under their own privacy notices. Their services may involve processing outside the UK. Where we arrange a restricted international transfer, the required safeguards must be in place, such as applicable adequacy arrangements or approved contractual safeguards. Contact us for information about safeguards relevant to your data.

Cookies and browser storage

Our essential session cookie, dpc_session, links your browser to its basket and protects requests. Its browser lifetime is up to 30 days. Cookie preferences are stored locally for up to 180 days. Checkout also uses session storage to remember a payment awaiting confirmation. Clearing your browser storage may remove these local records; it does not delete invoices or other business records.

We use Google reCAPTCHA v3 as part of essential spam and abuse protection for online forms. It loads when you submit a protected request, receives technical interaction information and returns a risk score. Our server checks the result before accepting a protected submission. A failed check can stop an online request; you can contact us by telephone or email instead. We do not use this score to decide creditworthiness or eligibility to buy our products.

In Cookie preferences, Essential cookies is always switched on and cannot be disabled. This includes reCAPTCHA protection, which remains active regardless of the Allow all cookies choice. The separate Allow all cookies switch controls optional advertising and measurement services. Google Tag Manager and Google Ads load with optional advertising and analytics storage denied by default. These tags measure completed purchases regardless of your cookie choice. If you allow optional cookies, fuller advertising measurement is enabled. Purchase measurement sends the paid invoice number, total paid including VAT and GBP currency to Google. It does not include your name, email address, delivery address or invoice access link. Google may also process advertising identifiers and technical browser information. If you choose Essential only or have not yet made a choice, Google receives cookieless measurement signals with consent set to denied. These signals may include technical browser information and do not enable advertising cookies. You can withdraw permission for optional cookie storage through Cookie preferences; cookieless purchase measurement continues. When these services are introduced, we ask for a new choice rather than reuse an earlier preference recorded when no optional services were in use. You can change the saved preference in the footer at any time. Browser settings can block or remove cookies, but this may prevent baskets, protected forms or payments from working. PayPal loads on checkout to provide the payment service; its own storage and privacy information are governed by PayPal.

See Google’s privacy policy , Google’s terms and PayPal’s privacy statement .

How long information is kept

Browser-storage periods are separate from business-record retention. We retain order, payment and invoice records for the applicable accounting and tax requirements and for relevant disputes or claims. Enquiries and unused quotations are kept while needed for follow-up, customer support or a related claim. Security records are kept for investigation and protection needs. Retention is assessed against the record’s purpose, legal obligations and whether a dispute is ongoing; records should then be deleted or anonymised. Contact us for the retention assessment applying to your information.

Your choices and rights

Depending on the circumstances, you may request access, correction, deletion, restriction or a portable copy of your information, and object to processing based on legitimate interests. You can withdraw consent for future consent-based processing. These rights are not absolute: for example, we may need to retain an invoice to meet a legal obligation. We may ask for information to verify your identity before responding.

Contact info@stripcurtains.co.uk to raise a request or concern. You can also complain to the UK Information Commissioner’s Office at ico.org.uk/make-a-complaint or telephone 0303 123 1113. We will update this notice when our services or information practices change.