JUBILEE BUILDING SUPPLIES

Privacy Policy

Last updated: 17 July 2026

Jubilee Building Supplies Limited (trading as “Jubilee Building Supplies”) respects your privacy and is committed to protecting your personal information. This policy explains what information we collect, how and why we use it, who we share it with, how long we keep it, and the rights available to you under UK data protection law.

At a glance

This policy applies when you use jubileebuildingsupplies.co.uk, request a quote, contact us, create an account, place or manage an order, arrange delivery or collection, apply for a cash or credit account, or otherwise deal with us as a customer or business contact.

1. Who we are

Jubilee Building Supplies Limited is the controller responsible for the personal information described in this policy.

Legal name	Jubilee Building Supplies Limited
Company number	02267246
Registered office	Jubilee House, John Nike Way, Bracknell, Berkshire, RG12 8TN, England
Contact	jbs-admin@nikegroup.co.uk | 01344 789400
Website	https://jubileebuildingsupplies.co.uk/

2. Information we collect

Depending on how you interact with us, we may collect and use the following categories of information:

- Identity and contact information, such as your name, job title, business name, billing address, delivery or site address, email address and telephone number.
- Account information, such as your username, password or other authentication details, account number, account type, account status and communication preferences.
- Enquiry and quotation information, including the content of your message, project or product requirements, measurements, delivery restrictions, correspondence, and files or photographs that you choose to upload.
- Order and transaction information, such as products ordered, quantities, prices, discounts, invoices, payment status, returns, refunds, collections, delivery instructions and proof of delivery.
- Payment information. Where you pay online or by card, payment details may be handled by a payment service provider. We may receive payment confirmation, transaction references and limited card information rather than complete card details.
- Credit and account-application information, where relevant, including company or sole-trader details, registration number, date established, requested credit limit, bank account and sort-code details, bank information, trade references, signatures, and identity or address-verification documents such as photo ID, utility bills and company letterhead.
- Technical and usage information, such as IP address, browser and device information, pages viewed, session activity, referral source, cookie identifiers, security logs and similar information generated when you use the website.
- Marketing and social-media information, such as your marketing choices, responses to promotions and information you make available when interacting with our social-media pages.
- Any other information you voluntarily provide to us in connection with an enquiry, order, account or customer-service request.

We do not normally ask for special-category information (for example, information about health, ethnicity, religion or political beliefs). Please do not provide this type of information unless it is necessary and we have specifically requested it.

3. How we collect information

We collect personal information:

- directly from you, for example through website forms, registration, checkout, email, telephone, in-person contact, account forms or correspondence;
- automatically when you use the website, through cookies, server logs and similar technologies; and
- from third parties where appropriate, such as payment providers, delivery partners, suppliers fulfilling direct-to-site orders, trade references, credit-reference or fraud-prevention services, and publicly available business sources.

4. How and why we use your information

We must have a lawful basis for each use of personal information. The table below summarises our main purposes and lawful bases. More than one basis may apply in some circumstances.

Purpose	Information used	Lawful basis
Responding to enquiries and preparing quotations	Identity, contact, enquiry, project and uploaded-file information	Taking steps at your request before entering a contract; legitimate interests in responding to customers and developing our business
Creating and administering customer accounts	Identity, contact, account and authentication information	Performance of a contract; legitimate interests in account administration and customer service
Processing orders, payments, collections, deliveries, returns and refunds	Identity, contact, transaction, payment and delivery information	Performance of a contract; legal obligations relating to accounting, tax and consumer rights
Assessing and managing cash or credit accounts	Application, identity, financial, bank, reference and verification information	Taking steps before entering a contract; legitimate interests in assessing credit risk, preventing fraud and managing debt; legal obligations where applicable
Providing customer service and resolving complaints	Identity, contact, transaction, correspondence and evidence	Performance of a contract; legitimate interests in service quality, dispute resolution and protecting legal rights
Keeping financial, tax and business records and recovering sums due	Transaction, invoice, account, payment and correspondence information	Legal obligation; legitimate interests in financial management, debt recovery and legal claims
Protecting the website, accounts and business from fraud, misuse and cyber threats	Account, technical, usage, transaction and security information	Legitimate interests in security and fraud prevention; legal obligation where applicable
Operating and improving the website and understanding usage	Technical, usage and cookie information	Consent for optional analytics cookies; legitimate interests for essential administration, diagnostics and security
Sending relevant news, offers or product information where permitted	Identity, contact, purchase history and marketing preferences	Consent where required; legitimate interests or the customer “soft opt-in” where permitted by law
Complying with law and protecting legal rights	Any relevant information	Legal obligation; legitimate interests in establishing, exercising or defending legal claims

Our legitimate interests

Where we rely on legitimate interests, these include operating and improving our business, responding to customers, maintaining secure systems, preventing fraud, assessing commercial risk, managing accounts and debt, keeping appropriate records, and protecting our legal rights. We balance these interests against your privacy rights and will not use your information where your rights override our interests.

5. Cookies and similar technologies

The website uses cookies and similar technologies. Cookies are small files placed on your device or information stored in your browser. The website's cookie-control tool allows you to manage optional cookies.

- Strictly necessary cookies support essential functions such as security, account login, basket and checkout operation, remembering cookie choices and maintaining website sessions. These cannot usually be switched off through the website.
- Preference or functional cookies remember choices that improve how the website works for you.
- Analytics or performance cookies help us understand visitor behaviour and improve website content and performance. These should be set only after you consent through the cookie-control tool.

You can change your cookie choices through the website's cookie settings and can also block or delete cookies using your browser. Blocking necessary cookies may prevent parts of the website from working correctly. Cookie lifespans and any third-party cookies should be shown in the cookie-control tool or a separate cookie list where available.

6. Who we share information with

We may share personal information only where necessary and with appropriate safeguards, including with:

- website, hosting, e-commerce, customer-account, email, cloud-storage, cybersecurity and other IT service providers;
- payment processors, banks and financial-service providers;
- delivery companies, hauliers, couriers and suppliers that deliver products directly to you or your site;
- trade references, credit-reference agencies, identity-verification providers, fraud-prevention services, insurers and debt-recovery providers, where relevant to a credit application or account;
- professional advisers such as accountants, auditors, lawyers and consultants;
- other companies within the Nike Group where necessary for shared administration, finance, IT, customer service or legal compliance;
- law-enforcement bodies, courts, regulators, HM Revenue & Customs and other public authorities where required or permitted by law; and
- a purchaser, investor or adviser involved in a proposed sale, merger, reorganisation or transfer of all or part of our business, subject to confidentiality and data-protection safeguards.

We will not sell your personal information. We require service providers acting on our behalf to use personal information only for the agreed services and to protect it appropriately.

7. International transfers

Some service providers may process or store personal information outside the United Kingdom. Where this happens, we will use a lawful transfer mechanism and appropriate safeguards, such as UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved contractual clauses, or another legally permitted safeguard. You may contact us for more information about the safeguards relevant to your information.

8. How long we keep information

We keep personal information only for as long as it is reasonably needed for the purposes described in this policy, including legal, accounting, tax, fraud-prevention and dispute-resolution requirements. Typical retention periods are:

Record type	Typical retention
Enquiries and quotations	Usually up to 2 years after the last meaningful contact, unless the information becomes part of an order, account or dispute.
Customer accounts	While the account remains active and for a reasonable period after closure or inactivity, subject to transaction and legal-record requirements.
Orders, invoices, payments, deliveries, returns and accounting records	Generally at least 6 years from the end of the relevant financial year or transaction period, and longer where required for a dispute, investigation or legal obligation.
Credit applications and account records	For as long as needed to assess and administer the account and generally up to 6 years after closure or final settlement. Copies of identity documents may be deleted earlier once verification and legal needs are complete.

Record type	Typical retention
Customer-service complaints and legal claims	For the duration of the matter and normally up to 6 years after it is resolved, or longer where a legal limitation period or ongoing claim requires it.
Marketing records	Until you opt out or we no longer have a lawful reason to contact you. We may keep limited suppression information to ensure we respect an opt-out.
Cookie and analytics information	For the period stated in the cookie-control tool or relevant provider settings, depending on the cookie and your consent choices.
Security logs	For a proportionate period based on security, fraud-prevention and investigation needs.

These are general periods and may be shortened or extended depending on the circumstances. When information is no longer needed, we will delete it, anonymise it, or securely dispose of it.

9. How we protect information

We use appropriate technical and organisational measures designed to protect personal information against accidental or unlawful loss, alteration, disclosure, access or destruction. Measures may include access controls, password protections, encryption where appropriate, backups, security monitoring, staff confidentiality and supplier due diligence. No online system is completely secure, so please use a strong, unique password and contact us promptly if you believe your account or information has been compromised.

10. Marketing communications

We may contact you with relevant product news, offers or updates only where permitted by law. Depending on the circumstances, we may rely on consent, legitimate interests, or the customer “soft opt-in” for similar products and services. Every electronic marketing message should provide a simple way to opt out, and you may also contact us at any time.

Your right to object to direct marketing

You have an absolute right to object to the use of your personal information for direct marketing. Once you object, we will stop using your information for that purpose. We may retain minimal suppression information so that we continue to respect your choice.

11. Your data-protection rights

Subject to legal conditions and exemptions, you may have the right to:

- ask for access to the personal information we hold about you and receive a copy;
- ask us to correct inaccurate or incomplete information;
- ask us to delete information in certain circumstances;
- ask us to restrict how information is used in certain circumstances;
- object to processing based on legitimate interests and object at any time to direct marketing;
- receive certain information in a portable, machine-readable format and ask us to transfer it where applicable;
- withdraw consent at any time where we rely on consent, without affecting earlier lawful processing; and
- complain to the Information Commissioner’s Office.

To exercise a right, contact us using the details in section 16. We may need to verify your identity and clarify your request. We normally respond within one month, although the law allows an extension for particularly complex or numerous requests. Rights are not always absolute, and we will explain if an exemption applies.

12. Credit checks and automated decisions

Where you apply for a credit account, we may assess the information you provide, contact trade references and, where appropriate, use credit-reference, identity-verification or fraud-prevention services. These checks help us decide whether to offer credit, set a credit limit and manage risk. We do not intend to make solely automated website decisions that produce legal or similarly significant effects without appropriate safeguards. Where an automated assessment materially affects you and applicable law gives you rights, you may ask for human review and provide additional information.

13. Children

The website and our products are intended for adults and business customers. We do not knowingly collect personal information from children through the website. If you believe a child has provided information to us, please contact us so that we can take appropriate action.

14. External websites and services

The website may link to external websites and services, including the trade-login portal, Jubilee Bathroom Supplies, Facebook, Instagram, mapping services and supplier websites. We do not control those services and this policy does not govern their processing. Please read the privacy information provided by the relevant external service before submitting personal information.

15. Changes to this policy

We may update this policy when our services, technology, suppliers or legal obligations change. The latest version will be published on the website with an updated date. Where a change is significant, we may provide an additional notice where appropriate.

16. Contact us and make a complaint

Questions, requests or complaints about this policy or our use of personal information should be sent to:

Privacy Enquiries — Jubilee Building Supplies Limited
Jubilee House, John Nike Way, Bracknell, Berkshire, RG12 8TN, England
Email: jbs-admin@nikegroup.co.uk
Telephone: 01344 789400

You also have the right to complain to the UK Information Commissioner’s Office (ICO). We would appreciate the opportunity to address your concern first, but you may contact the ICO at any time.

ICO website: https://ico.org.uk/