

Privacy Policy

Last updated: 29/12/2025

This Privacy Policy explains how FloorFinder.co.uk (“we”, “us”, “our”) collects, uses, stores, and shares personal data when you use our website.

FloorFinder.co.uk operates as a flooring quote comparison and lead-generation platform matching users with independent flooring professionals and companies.

By accessing or using our website, you agree to the terms of this policy.

1. Who We Are

FloorFinder.co.uk is operated by:

EGEN INNOVATIONS LTD

Company number: **13596825**

Registered office address: **409-411 Croydon Road, Beckenham, England, BR3 3PP**

For the purposes of UK GDPR, EGEN INNOVATIONS LTD is the **Data Controller** of personal data collected through this website. [Find and Update Company Information](#)

2. Information We Collect

a) Personal Data You Provide

We collect personal data that you voluntarily submit through forms on our site, including:

- Name
- Email address
- Telephone number
- Postcode or location

- Details about your flooring project

This information is necessary to provide our services and allow flooring companies to contact you with quotes.

b) Automatically Collected Data

We may also collect non-personal technical data such as:

- IP address
- Browser and device details
- Pages viewed and time spent
- Referral source

This information helps us improve our site functionality and user experience.

3. How We Use Your Information

We use your data for the following purposes:

- To process and respond to your enquiry
 - To match you with relevant local flooring companies
 - To share your enquiry details with flooring professionals so they can contact you with quotes
 - To communicate with you about your enquiry
 - To operate, maintain, and enhance our services
 - For security, analytics, and internal reporting
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4. Legal Basis for Processing

We process your personal data under the following lawful bases:

- **Consent:** you agree to share your data with flooring companies when you submit your enquiry
 - **Legitimate interest:** operating FloorFinder as a lead-generation and comparison service
 - **Contractual necessity:** providing the core service you requested
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5. Sharing Your Information

By submitting your details on FloorFinder.co.uk, you **consent** to your personal data being shared with relevant flooring companies that:

- Operate in your area
- Offer the specific services you requested

Those companies may contact you directly by email, phone, or other means to provide quotes or discuss your project.

We **do not sell** your personal data for unrelated marketing purposes. Aggregated, non-identifiable data may be used for analysis or shared with partners.

Once your information is shared with a flooring company, that company becomes an independent data controller for that data.

6. Cookies and Similar Technologies

We use cookies and related technologies to:

- Ensure proper site functionality
- Analyse usage patterns
- Improve performance and user experience

You can manage cookie preferences through your browser settings or via any cookie consent tool provided on the site.

7. Data Security

We implement appropriate technical and organisational measures to protect personal information from loss, theft, misuse, and unauthorised access. These measures include SSL encryption and secure servers.

However, no method of transmission or data storage is completely secure, so we cannot guarantee absolute protection.

8. Data Retention

We retain personal data only as long as necessary to:

- Provide our services
- Comply with legal obligations
- Resolve disputes or enforce agreements

You may request deletion of your data at any time, subject to legal and contractual requirements.

9. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data
- Restrict or object to processing

- Withdraw consent at any time

To exercise these rights, contact us using the details on our site.

10. Changes to This Policy

We may update this Privacy Policy at any time. Changes will be posted on this page with an updated effective date.

Your continued use of the site constitutes acceptance of those changes.

11. Acceptance of Terms

By using FloorFinder.co.uk and submitting your personal information, you acknowledge that you have read, understood, and agreed to this Privacy Policy.

If you do not agree with any part of this policy, please do not use our site.

Additional Compliance Items for Your Site

To make this fully compliant and as protective as possible:

1. Final step disclosure

Place clear consent text above your final submit button, like:

“By submitting, you agree to your details being shared with relevant flooring companies for the purpose of receiving quotes. See Privacy Policy.”

This counts as **explicit consent by action**.

2. Link the Privacy Policy everywhere

Include a link:

- On all form steps

- In the footer
- In marketing emails

3. Cookie banner

Use a compliant banner letting users accept/decline non-essential cookies.

4. Terms & Conditions page

Have a T&Cs stating that FloorFinder is a lead marketplace, not a service provider, and that Flooring companies are independent.

5. Buyer agreements

Require flooring companies to sign data usage terms acknowledging GDPR responsibilities.