

Privacy Policy

Spartan Flooring · Last updated 11 September 2026

Spartan Flooring Limited (“we”, “us”) is a small, local flooring business — this policy is written to actually explain what we do with your information, not to bury it in boilerplate. In short: we only ever use what you give us to talk to you and carry out the work you’ve asked about, and we don’t sell or pass it on to anyone else.

Who we are

Spartan Flooring Limited, company number 11890335, trading as Spartan Flooring, of Unit B6, Windmill Parc, Hayes Road, Sully, Penarth, Wales CF64 5RZ.

For anything to do with this policy or your information, contact us at info@spartanfloors.co.uk or 01446 741224.

What we collect, and why

We only collect what you type into one of our forms, or give us when you place an order. We never ask for more than we need to help you.

Contact form

Name, email, phone, subject, message

To answer your question. Sent straight to our inbox — no order or account is created.

Cost calculator, quote requests & measuring visit bookings

Name, email, phone, plus whatever’s specific to the request — room measurements and carpet choices, the product you’re asking about, or your address and preferred appointment time

To prepare your quote or confirm your appointment. These create an order record in our system (marked “on hold” until we’ve actioned it) as well as an email, so nothing gets lost if an email goes astray.

Buying online (LVT, laminate & accessories)

Name, delivery address, email, phone, and your chosen payment method

To process and deliver your order. We don’t take card payments through the site — you either pay by direct bank transfer yourself, or on delivery, so we never see or store your card details.

How we use it

Your information is used for one thing: to conduct business with you — replying to enquiries, preparing quotes, arranging appointments, and fulfilling orders. We don’t use it for marketing, we don’t analyse it for advertising, and we don’t sell or pass it on to anyone outside the company. It stays in our email correspondence and order records, kept only as long as we reasonably need it to look after you and to meet our own accounting and legal obligations.

Who else sees it

Nobody, beyond the few services that have to be involved to actually run the website and get a message to you:

- Our website and order system are hosted with our web hosting provider, which is where your order and enquiry details are stored.
- Emails from the website (including your quote or booking request) are sent through Google's mail service, which handles the message in transit — it doesn't use the content for anything of its own.
- The map on our contact page is provided directly by Google Maps, which may set its own cookies when it loads — that's between you and Google, not something we control or receive data from.

We'd only ever share your details beyond this if the law required it — for example, a legal obligation to HMRC or a request from a public authority.

Cookies and local storage

The website uses one functional cookie, set when you add something to your cart, so the site remembers what's in it while you shop — without it, the cart simply wouldn't work. Your browser also remembers a display preference (grid or list view) for browsing our catalogue; that stays on your own device and is never sent to us.

We don't use any advertising, tracking or analytics cookies.

Your rights

Under UK data protection law, you can ask us at any time to see what information we hold about you, correct it, or delete it — just email info@spartanfloors.co.uk. If you're ever unhappy with how we've handled your information, you can also complain to the Information Commissioner's Office (ico.org.uk/make-a-complaint).

Changes to this policy

If anything here changes, we'll update this page and the date at the top.