
Quote Basket privacy notice

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Who we are

Quote Basket is operated by Mark Evans trading as Insomnia I.T. Systems, 3 Kinder Road, Inkersall, Chesterfield, Derbyshire, S43 3HR, United Kingdom. Mark Evans is our privacy contact: mark@insomnia-it.co.uk, telephone 01246 477384.

The business whose catalogue you visit controls its quotation enquiries and decides how to respond. We process those enquiries on its instructions. Please also read that business's privacy notice. We are separately responsible for our merchant administration, support, security and business records.

What we collect and why

Customers provide their name, email and product requirements. A merchant can also request telephone, address, delivery details, notes and custom-field answers. Required fields are marked; without the necessary contact details and requirements the business may be unable to prepare a quotation. Optional fields may be left blank. Please do not provide passwords, card details, health information or unnecessary sensitive information.

Requests include a reference, product selections, quantities, options and timestamps. Site and visitor identifiers keep each basket and request associated with the right installation. We receive authorised catalogue, installation and subscription-status information from Wix, and support information from communications with us. Service providers may record limited connection and security information, including IP addresses, for hosting, security and fault investigation.

Quotation data is used to save the enquiry, show it to the merchant and prepare the selected request emails. The merchant is responsible for its lawful basis and instructions. We do not use these customer details for our own marketing or sell personal data.

For our own processing, we rely on contract when serving an individual contracting customer; legitimate interests in administering business relationships, responding to support and protecting the service; and legal obligations for necessary business records. We consider the impact on individuals and limit these uses to what is necessary. Quote Basket does not make automated decisions with legal or similarly significant effects.

Request emails and recipients

If enabled by the merchant, an acknowledgement goes to the email entered by the customer and a notification goes to the merchant's configured address. Each may include the complete request, including notes and custom answers. These are service messages, not marketing enrolment. Email delivery and inbox placement cannot be guaranteed. Messages use the shared Quote Basket sending address; replies currently go to our operator mailbox, mark@insomnia-it.co.uk. To discuss a quotation, use the merchant's own contact details.

Information is shared with the relevant merchant and service providers needed to operate the app. We may disclose limited information to professional advisers or authorities where necessary for a legal obligation or claim. The merchant and recipients may keep their own copies under their own policies.

Hosting and international processing

Wix hosts the app and merchant site, supplies installation identity and manages app subscriptions. Wix operates internationally, including Israel, Europe and the United States. Supabase hosts our dedicated primary database in London; support and other provider services may involve overseas access. Resend sends request emails from Ireland and stores message content, logs, webhook and account records in the United States. Ireland sending does not mean European-only storage.

We use provider processing agreements. International processing relies on applicable adequacy arrangements or contractual safeguards, including Standard Contractual Clauses with the UK Addendum where appropriate. Contact mark@insomnia-it.co.uk for information or a copy of relevant safeguards, with confidential material removed where necessary. These arrangements do not mean all information stays in the UK.

How long we keep information

- Inactive basket contents and session access: 30 days after the last basket update. Minimal linkage may remain while a related quotation is retained.
- Submitted quotations: 12 months from submission, unless an earlier valid deletion instruction or a specifically justified preservation requirement applies.
- Closed email contents and recipient details in our app: 30 days after the delivery record is permanently closed. Minimal delivery metadata: 90 days after closure. Unresolved delivery is reviewed and reconciled before deletion.
- Routine app operational logs: 30 days; necessary security-investigation records: up to 90 days, or longer for a documented active incident or legal requirement.
- Closed support correspondence: 12 months. Necessary operator accounting records: six years after the relevant financial year. This does not extend retention of quotation contents.
- Following app removal: new quotation collection and new email dispatch stop. An already-dispatched email may still complete; delivery updates, verified returns and deletion can continue. Contact us within 30 days for verified return of remaining records; then the remaining business data is deleted, subject to earlier instructions or a justified legal requirement.

Deletion is managed through reviewed operations. Restricted, minimal hashes and counters may remain to prevent old retries or restored backups from recreating deleted records; we review their continuing need. A preservation or unresolved-delivery hold can temporarily prevent deletion for an installation. We review and resolve it, limit retention to what remains necessary, and explain an applicable exception when handling an individual request.

Provider copies have separate expiry periods. Resend documents 30-day email/log retention, seven-day backups and up to 90 days to remove remaining data after account termination. Earlier removal can require provider assistance. Our Supabase Pro database has a seven-day daily backup window. Deleted records in protected backups are kept out of normal use until expiry; a restoration must reapply deletion records before processing resumes. Delivered emails cannot be recalled from recipients' mailboxes.

Session storage and security

The app uses necessary session storage to recover an interrupted action safely. A Wix site-session entry named quote-basket-wix-request, followed by a visitor-specific suffix, holds an opaque request key and basket revision until confirmation or session expiry. Dashboard session entries beginning quote-admin-pending hold an opaque operation reference until completion or session expiry. These recovery entries do not contain the customer's form answers or email body. Server basket records use the retention periods above. Wix and the merchant site have their own cookie and storage notices.

Quote Basket adds no optional advertising or analytics storage. Access controls, installation checks, restricted server credentials and provider encryption protect app data. Access is limited to authorised people and systems. No system can guarantee absolute security.

Your rights and contact

Depending on the applicable law and processing, you may request access, correction, erasure, restriction or a portable copy. You may object to our use based on legitimate interests because of your circumstances. Where a use depends on consent, you may withdraw it without affecting earlier lawful processing.

For a merchant's quotation records, contact that merchant first, or contact us and we will help route the request. Contact us directly for our own support or account records. We may make proportionate checks of identity and authority; please do not send identity documents unless an agreed secure process requires them.

We respond without undue delay and within the applicable legal deadline, normally one month for access requests, explaining any permitted extension. Site administrators can export active-installation records through the dashboard. Individual requests, large returns and requests after removal are handled with operator assistance and verified scope.

You may complain to us at mark@insomnia-it.co.uk and to the Information Commissioner's Office at ico.org.uk/make-a-complaint. Other supervisory authorities or rights may apply where you live. We will explain material changes before starting a materially different use; the current notice shows its version and application date.