



## Privacy Policy

### 1. Who We Are

Rosbo LTD (Company No: [Insert Number]) trading as Rosbo Roofing, Carpentry and Skylights is a roofing, carpentry and property services contractor based in Milton Keynes, England.

Registered Office: [Insert Registered Address]

Email: [Insert Email Address]

Telephone: [Insert Phone Number]

For the purposes of UK data protection law, Rosbo LTD is the **Data Controller**.

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### 2. Our Commitment to Data Protection

We are committed to protecting and respecting your privacy in accordance with:

- UK GDPR
- Data Protection Act 2018

We are registered with the Information Commissioner's Office (ICO).

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### 3. What Personal Data We Collect

We may collect and process the following types of personal data:

#### 3.1 Customer & Enquiry Data

- Full name
- Address
- Email address
- Telephone number
- Property details
- Project specifications
- Payment information

#### 3.2 Website Data

- IP address

- Browser type
- Device information
- Pages visited
- Cookies and analytics data



### **3.3 Employee & Subcontractor Data**

- Contact details
- Right-to-work documentation
- Insurance details
- Training certifications
- Payroll information

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## **4. How We Collect Your Data**

We collect data when you:

- Complete a website contact form
- Call or email us
- Request a quotation
- Enter into a contract with us
- Apply to work with us
- Visit our website (via cookies)

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## **5. Legal Basis for Processing**

Under UK GDPR, we rely on the following lawful bases:

### **Contract**

Processing necessary to provide quotations, carry out roofing/carpentry works, and manage contracts.

### **Legitimate Interests**

To operate and improve our business, respond to enquiries, and maintain records.

### **Legal Obligation**

To comply with tax, employment, health & safety, and regulatory requirements.

### **Consent**

For optional marketing communications (where applicable).

## 6. How We Use Your Information

We use personal data to:

- Provide quotations and services
- Manage contracts and payments
- Arrange site visits
- Comply with health & safety obligations
- Maintain internal records
- Improve website performance
- Respond to enquiries and complaints

We do not sell personal data to third parties.

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## 7. Data Sharing

We may share your data with:

- Accountants and professional advisers
- Insurance providers
- Subcontractors working on your project
- IT and website hosting providers
- Regulatory authorities where required by law

All third parties are required to respect the security of your data.

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## 8. Data Retention

We retain personal data only as long as necessary:

- Customer contract records: Up to 6 years (for legal and tax purposes)
- Financial records: 6 years (HMRC requirement)
- Health & safety records: As required by law
- Marketing data: Until consent is withdrawn

After this period, data is securely deleted or anonymised.

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## 9. Data Security

- Secure password-protected systems
- Limited access controls
- Encrypted devices where applicable
- Secure document storage
- Proper disposal of physical records



## 10. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (where applicable)
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent (where processing is based on consent)

Requests can be made by contacting us at: [Insert Email]

## 11. Complaints

If you are unhappy with how we handle your data, please contact us first so we can resolve the issue.

You also have the right to lodge a complaint with:

Information Commissioner's Office

Website: <https://www.ico.org.uk>

## 12. Cookies

Our website uses cookies to improve user experience and analyse website traffic.

We use:

- Essential cookies
- Analytics cookies
- Functionality cookies



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## 13. International Transfers

We do not intentionally transfer personal data outside the UK.

If any service providers operate outside the UK, we ensure appropriate safeguards are in place.

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## 14. Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.