

Rooff Website Data Privacy Policy

Rooff Holdings Limited, and its subsidiaries ("Rooff", "we", "us") are committed to protecting the privacy and security of those whose personal data we process. We acknowledge the need to protect personal data that is collected by or disclosed to us and to manage it in accordance with the Data Protection Act 2018 (GDPR).

The purpose of this notice is to inform you how we collect and use (process) your personal data during and after your relationship with us, in accordance with applicable Data Protection Laws.

About us

Rooff are a medium sized, family owned, traditional main contracting company. The firm can trace its history back to the 20th Century, when it started as a small builder in the Poplar and West Ham area. It was incorporated in 1929 and currently operates from its Head Office site in Barking, East London.

The company undertake a wide variety of construction work in a number of sectors including residential, educational and heritage and also carries out its own property developments.

Quality and personal service are the twin foundations of our business. We like to build long term relationships with clients and consultants, who return again and again to work with us on prestigious and successful projects.

Our Contact Details

Rooff Holdings Limited

The Granary
80 Abbey Road
Barking
IG11 7BT

Tel: 0208 709 1777

How we obtain your data

In most cases the personal data that we process will be provided by you. This may be in relation to an enquiry you have made and where you have instructed us to undertake work. Correspondence between us in writing, by telephone and when attending meetings. We may also receive personal data from third parties such as contractors, local authority (planning) departments, credit reference agencies and legal representatives. If you visit our offices, we operate a CCTV system. We require all visitors to sign our site register. We may also ask you to provide information regarding your satisfaction of the service we have provided to you. Please help us to keep your information up to date by informing us of any

changes to your contact details.

What personal data do we capture

We will only ever ask for the minimum personal data required. In most cases we would only process some or all of the following personal data:

- Your name and where relevant job title;
- Contact information, for example telephone numbers, email address, postal address. These could be either work or private contact details;
- CCTV images;
- Bank account and payment details (financial records);
- Credit reports;
- Your use of our website which may include your IP address;
- Customer satisfaction correspondence;
- Marketing preferences

How we use your personal data

We will only use your personal data where the law allows us. This is likely to be limited to the following examples:

- When responding to your enquiry, for example taking steps to entering in to a contract with you;
- To carry out our obligations arising from any contracts entered by you, your company and us;
- For our own internal record keeping where there is either a legal requirement for us to do so or where it is in our legitimate interest;
- To control access to, and/or provide security at our offices and construction sites;
- To seek your views or comments on the services we provide;
- To contact you with information about company updates, services, offers and other things we think might be relevant to you.

Disclosure of your personal data

We will only ever disclose your personal data to a third party if we have your consent or are required to do so by law. We may pass your information to our third-party service providers, agents, clients, subcontractors, auditors, building control and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. When using third party service providers we only disclose the personal data that is necessary to deliver the service. We have a contract in place that requires them to keep your information secure and prohibits them from using your data for their own purposes.

Security of your personal data

We undertake regular IT security and data protection reviews to ensure our systems meet the expectations of the law and those of our clients. Those of our employees and contractors who have access to personal data are required to undertake data protection training.

How long we keep your personal data

We will retain your personal data as long as is necessary to provide the services to which you have requested, or where we have another legitimate and lawful reason to do so. We may need to retain some information to comply with our legal obligations such as financial and accounting records. Unless there is an ongoing business relationship, we will retain your personal data for 12 years after our last contact with you.

Cookies and similar tracking technology

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our websites. Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

We may use cookies to:

- Analyse our web traffic using an analytics package. Aggregated usage data helps us improve the website structure, design, content and functions;
- Recognise when you return to our websites. We may show your relevant content, or provide functionality you used previously;
- Identify the web browser you are using, operating systems and device type;
- Operate our webform.

We have included a tool within our website to enable you to enable and disable all non-essential cookies.

Your rights in respect of your personal data

You have a number of rights under data protection law. In summary these include:

- Subject Access – you have the right to request details of the personal data which we hold about you and a copy of that data;
- Right to Withdraw Consent – where our use of your personal data is based upon your consent, you have the right to withdraw that consent at any time. In the event you wish to withdraw your consent to processing, please contact us. You should be aware that withdrawing consent may result in us no longer being able to provide you with the service you originally requested;
- Data Portability – you may, in certain circumstances request us to provide a copy of your data for transfer to another organisation. In view of the services we offer it is unlikely that this right would be relevant to our data relationship with you;
- Rectification – we want to ensure that the personal data we hold is accurate and up to date. If you believe that any data we have about you is incorrect or incomplete, please let us know. To the extent required by applicable laws, we will rectify or

update any incorrect or inaccurate personal data about you;

- Erasure ('right to be forgotten') – you have the right to have your personal data 'erased' in certain specified situations;
- Restriction of processing – you have the right in certain specified situations to require us to stop processing your personal data and to only store such personal data;
- Object to processing – You have the right to object to specific types of processing of your personal data, for example, where we are processing your personal data for the purposes of direct marketing;
- Prevent automated decision-taking – in certain circumstances, you have the right not to be subject to decisions being taken solely on the basis of automated processing.

To exercise any of these rights or if you have any questions about our Privacy Notice please contact our Data Protection Lead using the contact details provided at the top of this notice.

If you have any concerns about our use of your personal information, you can make a complaint to us at IT@rooff.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline Number: 0303 123 1113

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