

Privacy Policy

Ross Roberts Roofing LTD trading as Roberts Roofing (“we”, “us”, “our”) is committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use, store and safeguard your information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Company Information

Business name: Ross Roberts Roofing LTD t/a Roberts Roofing

Registered address: 529 London Road, Cheam, SM3 8JR

Website: www.roberts-roofing.co.uk

Operating area: United Kingdom only

Data Protection Lead:

Ross Roberts – Company Director
(Contact via website or phone)

2. Information we Collect

We may collect:

- Full name
- Phone number
- Email address
- Property address
- Enquiry details
- Job information
- Communication history
- IP address (basic website logs)
- Any information you voluntarily provide

We do **not** collect sensitive personal data.

3. How We Collect Your Data

- Contact form submissions
- Phone calls
- Emails
- In-person communication
- Normal business operations

We do **not** use email marketing or newsletters.

4. How We Use Your Data

Your data is used to:

- Respond to enquiries
- Provide quotes
- Schedule work
- Deliver roofing services
- Send invoices
- Maintain business records
- Comply with legal obligations
- Establish, exercise or defend legal claims

We **never sell** your data.

5. Legal Basis For Processing

We process personal data under:

- Contract
- Legitimate interests
- Legal obligation
- Legal claims

6. Data Storage & Security

Your data is securely stored:

- On a password-protected desktop computer
- In secure company email accounts
- On a company mobile phone

Security measures include:

- ✓ Strong passwords
- ✓ Antivirus protection
- ✓ Limited access
- ✓ Locked office where applicable
- ✓ Secure devices

While we take all reasonable precautions, no system is 100% secure.

7. Data Retention

We keep data only as long as necessary.

Typical retention periods:

- Enquiries – 2 years

- Completed job records – 6 years
- Invoices & tax records – 6 years

Data may be retained longer if legally required.

8. Data Sharing

We only share data:

- With accountants
- When legally required
- With courts, police, HMRC
- To protect our legal rights

We **never share for marketing**.

9. International Transfers

We do not transfer data outside the UK.
If this changes, approved safeguards will be used.

10. Your Rights

Under UK GDPR you have the right to:

- Access your data
- Correct inaccuracies
- Request deletion
- Restrict processing
- Data portability
- Object to processing
- Withdraw consent

Subject Access Requests

We will respond within **30 days**.

11. Automated Decision Making

We do **not** use automated decision-making or profiling.

12. Cookies

We use **essential cookies only**.
No advertising or tracking cookies are used.

13. External Links

We are not responsible for third-party privacy practices.

14. Data Breaches

If a breach occurs:

- Immediate investigation
- Users notified if required
- ICO notified if legally necessary

15. Complaints

Contact us first.

You may also contact:

Information Commissioner's Office (ICO)

www.ico.org.uk

16. Liability Limitation

We take reasonable security steps but cannot guarantee 100% protection.

We are not liable for:

- Cyber attacks
- Third-party breaches
- Events beyond our control

17. Children

Our services are not aimed at children.

We do not knowingly collect children's data.

18. CCTV Monitoring

We operate CCTV cameras at our office premises for:

- Crime prevention and detection
- Protecting staff and visitors
- Protecting company property
- Health & safety monitoring

Lawful basis

CCTV is operated under **legitimate interests**.

What is recorded

- Video footage only
- No audio recording

Who can access footage

- Company Director
- Authorised staff only
- Police or legal authorities (if required by law)

Retention period

Footage is kept for:

- Up to **30 days**
- Longer only if needed for:
 - Investigations
 - Insurance claims
 - Legal matters

Your rights

You may request access to footage containing you.

We will respond within **30 days**.

19. Changes

We may update this policy at any time.

Latest version will always appear on our website.

20. Contact

Ross Roberts Roofing LTD t/a Roberts Roofing

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