

Central Group - Website Privacy Policy

We understand that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of our Clients and everyone else who visits this website, www.centralroofing.co.uk (“our Site”) and will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. You are deemed to have accepted our Privacy Policy when you first use our Site. If you do not accept and agree with this Privacy Policy, you must stop using our Site immediately.

1. Definitions and Interpretation

In this Policy, the following terms have the following meanings:

“Client” means any individual or business to which we provide our services;

“Cookie” means a small text file placed on your computer or device by our Site when you visit certain parts of our Site and/or when you use certain features of our Site. Details of the Cookies used by our Site are set out in section 12, below;

“Personal data” means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to us by becoming a Client of ours or by visiting our Site. This definition shall, where applicable, incorporate the definitions provided in the General Data Protection Regulation 2016/679 (“GDPR”)

2. What This Policy Covers

This Privacy Policy applies to our use of personal data collected when you become a Client of ours, when you enquire about our services or when you visit our Site.

For further information, please refer to our Data Protection Policy, available on request.

Our Site may contain links to other websites, including social media links. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

3. Your Rights

As a data subject, you have the following rights under the GDPR, which this Policy and our use of personal data have been designed to uphold:

- The right to be informed about our collection and use of personal data;
- The right of access to the personal data we hold about you (see section 11);
- The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact us using the details in section 13);
- The right to be forgotten – i.e. the right to ask us to delete any personal data we hold about you (we only hold your personal data for a limited time, as explained in section 5 but if you would like us to delete it sooner, please contact us using the details in section 13);
- The right to restrict (i.e., prevent) the processing of your personal data;
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- The right to object to us using your personal data for particular purposes; and
- Rights with respect to automated decision making and profiling.

If you have any cause for complaint about our use of your personal data, please contact us using the details provided in section 13 and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office or your local Citizens' Advice Bureau.

What Data Central Collects

If you are a Client of ours, we will collect some or all of the following personal data in order for us to provide our services to you;

- Contact name
- Email address
- Phone number
- Postal address
- Site address
- Site and accounts contact details (if different)
- Accounts information for credit checking via a third party

Any personal data relating to other data subjects that you may send to us or that may be made available to us when we provide our services. Clients are advised when entering into a contract with us that they must first obtain the permission of any such data subjects and warrant that they have obtained this permission.

If you have enquired about our services or are otherwise a business contact of ours, we may collect some or all of the following personal data in order for us to provide our services and/or where we have received consent to do so:

- Name
- Contact information including email address, postal address and telephone number
- Site address

If you visit our Site, we may collect some or all of the following personal data. Please refer to section 12, Cookies:

- Name, email address and telephone number, if you complete our contact form
- Demographic information such as post code, preferences, and interests
- IP address
- Web browser type and version and operating system

5. How Central uses your data

All personal data is processed and stored securely, for no longer than is necessary or statutorily required in light of the reason(s) for which it was first collected. We will comply with our obligations and safeguard your rights under the GDPR at all times. For more details on security see section 6, below.

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests. Specifically, we may use your data for the following purposes:

Supplying our services to you (please note that we require your personal data in order to enter into a contract with you);

- Replying to emails from you;
- Providing and managing your access to our Site;
- Personalising and tailoring your experience on our Site;
- Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by clicking the “unsubscribe” button or by emailing us directly);
- Analysing your use of our Site to enable us to continually improve our Site and your user experience.

With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email with information, news and offers on our services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Third parties whose content appears on our Site may use third party Cookies, as detailed below in section 12. Please refer to section 12 for more information on controlling Cookies. Please note that we do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. Unless we have reasonable grounds to refuse to delete it (where this is permitted under the GDPR), we will do so without delay and within no longer than one month from receiving your request.

We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

6. Storing Your Data

We only keep your personal data for as long as we need to in order to use it as described above in section 5, and/or for as long as we have your permission to keep it.

We will only store your data in the UK. However, third parties we work with may store data outside of the UK, as set out in section 7.

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure the data we collect.

7. Sharing Your Data

We may sometimes contract with other third parties to supply services to you on our behalf, such as sub-contractors, and in some cases, these third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.

We may compile statistics about the use of our Site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law.

We may sometimes use third party data processors that are located outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). Where we transfer any personal data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order, or a governmental authority.

8. What Happens If Central changes

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

9. How to Control Your Data

In addition to your rights under the GDPR, set out in section 3, when you submit personal data to us via email or via our Site, you may be given options to restrict our use of your data. In particular, we aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails and at the point of providing your details).

You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

10. Your Right to Withhold Information

You may access certain areas of our Site without providing any data at all. However, to use all features and functions available on our Site you may be required to submit or allow for the collection of certain data.

You may restrict our use of Cookies. You can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third-party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

11. How to Access Your Data

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Please contact us for more details using the contact details below in section 13.

12. Our Use of Cookies

All Cookies used by and on our Site are used in accordance with current Cookie law.

We may place and access the following first party and third-party Cookies on your computer or device, to facilitate and improve your experience of our Site and to provide and improve our services

Please see our [cookie policy](#) for more details

13. Contacting Central

If you have any questions about our Site or this Privacy Policy, please contact us at:

info@centralroofing.co.uk

Central Roofing, Holmer Road, Hereford, Herefordshire, HR4 9BP

01432 354000

Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you (as under section 11, above).

14. Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of our Site following the alterations. We recommend that you check this page regularly to keep up to date.