

PRIVACY POLICY

This policy summarises the information we may collect about you and how we may use that data. We primarily collect data to provide you with services you have requested, to provide services likely to meet your needs, and to improve services provided to you. The policy tells you how we ensure the information we have is kept accurate and how you can request access, deletion, rectification, restriction, transfer and withdraw consent (where applicable) and make a complaint.

1. What Information do we collect and how is this collected?

We only collect personal information if we have your permission. We will only collect the minimum amount of information we need.

We may collect some of the following data such as name, job title, company that employs you, postal address, email address, and telephone number. This data may be collected when you ask for a service or product, use our website, or by communication to us by email, phone and by other means.

When you pay us, we will record details of the financial transaction but do not directly store your debit or credit card information.

For employees we keep personal data needed to recruit you, pay you, provide company benefits and to fulfil our legal obligations.

We do not share personal data with third parties for marketing purposes.

2. Cookies

Cookies are written to the hard drive of a web user, they contain no personal information about the website user and only keep a record of the sites visited and actions on the web site. Some cookies expire after your browser is closed whilst others stay on your hard drive. They are of standard use across many websites. We use them on an aggregated information basis and to assess your areas of interest – they are used to identify the number of unique visitors to a site, to improve further web visits (store preferences, user name and your email address so you don't need to reinput every time you visit) and to improve the user experience for you by, amongst other things, providing content based on your preferences.

We use the following categories of cookies on our websites: (1) Strictly necessary cookies. These cookies are essential in order to enable you to move around the website and use its features. Without these cookies, services you have asked for such as remembering your login details cannot be provided. These cookies cannot be disabled (2) Performance cookies. These cookies collect anonymous information on how you use a website. The data stored by these cookies never shows personal details from which your individual identity can be established. Without these cookies we cannot learn how the website is working to make improvements which improves your browsing experience (3) Functionality cookies. These cookies remember choices you make and then can be used to provide you with an experience more appropriate to your selections and to make the visits more tailored and pleasant. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites (4) Targeting or advertising cookies. These cookies collect information about your browsing habits in order to make advertising more relevant to you and your interests. They are also used to limit the number of times you see an advert as well as help measure the effectiveness of an advertising campaign. They remember the websites you visit and share that information with advertisers. We are in the process of updating our systems so that when you visit a website we ask for your consent to show you personalised advertisements based on your browsing habits.

Most browsers offer you ways to control or block cookies should you wish to. These browser controls will usually be found in the "options" or "preferences" menu in your toolbar. The "help" portion of the toolbar on most browsers will tell you how to stop or manage cookies. Note that should all cookies be rejected we are unable to match site content appropriate to the preferences given to us by previous visits and you will not be able to fully utilise all of the web site features. For further information on

cookies visit aboutcookies.org or the Information Commissioner's webpage on cookies ico.org.uk/for-the-public/online/cookies/.

3. Legal basis for processing data

Different legal bases are used which depend upon the purpose for processing your data.

When data is provided when purchasing a product or service under a contract with you we process your data under contract necessity with the data being needed to fulfil the contract.

When you pay us, or we pay you, we only keep data as long as it is necessary to comply with the law.

4. Use of personal data

We will only use personal information for the purpose it was collected. Should we ever wish to use it for another purpose we will contact you first asking you for your consent. We primarily use data to communicate with you, deliver the service you have requested, improve our service, to verify your identity when taking payment or to meet legal, regulatory and compliance requirements.

5. How long do we keep your data for?

Data is not kept any longer than is required for the purposes of the processing or to comply with the law. As we collect data for many different purposes there is not a single retention period for all data. We instead carefully assess the length of time to retain data according to the processing purpose and to comply with our legal obligations. When data is no longer required for the purposes of the processing it is securely removed from our systems.

6. Security & Confidentiality

Burrows Contractors Ltd takes commercially reasonable physical, technical and administrative measures to protect personal information from theft, misuse or accidental destruction and to keep it confidential. We aim to protect personal information but cannot provide a 100% guarantee of security. All employees who access your data are obliged to keep the information confidential and secure and not to use it for any other purpose other than that they are contracted to carry out for us.

7. Transfer of data to third parties

We will share data with public or regulatory authorities where required by law or to enforce our terms of service. We take reasonable commercial steps to ensure that your data is kept secure and confidential by any third party, is deleted when not needed for the purpose it was given, that their data privacy policies protect your data and that they only process your data on our instruction. We do not sell or rent your personal data. Your data will be processed fairly, lawfully and securely in the UK and will only be transferred outside of the European Union when there is protection in place for your rights and when the data will be kept secure.

8. Withdrawal of consent

When you have provided consent, if you should wish to withdraw that consent, you can let us know by sending an email (details provided on the business website) or by emailing info@burrowscontractors.co.uk including the email address and brand associated with your account and we will remove your data from our systems.

9. Restriction of liability

Our websites link to other websites. Burrows Contractors Ltd is not responsible for the privacy policies of those websites nor does it have or accept any liability for their content.

10. Legal information and how to contact us

You have the right to see, erase and correct data we hold, the right to restrict the processing we do, and the right to object to it and to have your data transferred to a third party. If you wish to do any of

these things or have any questions about how we use your data, or wish to make a complaint about any privacy issues, please contact info@burrowscontractors.co.uk or write to:

Burrows Contractors Ltd
Targetts Farm
Maidenhead Road
Wokingham
Berkshire
RG40 5RH

Requests will be dealt with and responded to within a reasonable period, and no longer than 30 days. If you are not satisfied with the way your request was handled you have the right to lodge a complaint with the supervisory authority – details of which are given below:

Information Commissioner's Office
<https://ico.org.uk/concerns/>
Telephone: +44 303 123 1113

Cath Burrows

Director

19/03/2024

Review Date: March 2025