

Privacy Policy

This privacy policy sets out how Roger Hyde Limited (RHL) uses and protects any personal data/information received and applies to all services offered by RHL.

RHL is committed to ensuring that both our customers' and employees' (to include subcontractors) privacy is always protected. Should we ask to be provided with certain information by which an individual can be identified (to include contact numbers and email addresses), then this information will only be used in accordance with this privacy statement.

RHL may change this policy from time to time by updating the contents shown. This policy can be viewed at any time upon request, with a copy always available for view on our website.

What we collect and how we collect it

Personal data is a prerequisite for RHL entering into employment, customer and supplier contracts. We may collect personal identification information from users in a variety of ways, including, but not limited to:

- when visiting our website
- when you communicate with us
- completion of a form; and
- in connection with our activities/services.

We will collect personal identification information from Users only if they voluntarily submit such information to us. Please note non-personal identification information may be collected when Users interact with our website.

The following confirms the type of personal identification information we will collect:

- name and job title.
- contact information including email address, mobile phone number and/or home number.
- demographic information such as address and postcode, preferences and interests.
- other information relevant to customer surveys and/or offers.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, in particular, for the following reasons:

- Personnel administration, including employment, recruitment, resignation and payroll.
- Processing for the purposes of customer orders/sales.
- Customer service and consultancy.
- Internal record keeping: all information is updated and kept on our database to allow us to keep a record of any work quoted for or undertaken on your behalf.
- Communication & Marketing: we may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. We may also use your information to contact you for market research purposes.
- Products & Services: we may use the information to improve our products and services, including customising our website and/or database.
- Statistics & Analysis.



Sharing personal information

The information may be shared with third parties where required to do so by law and where it is necessary to administer the contract entered into with you. This may include third party service providers who are required by RHL to respect the security of your data and be bound by the rules governing the processing of personal data. RHL does not use personal data for purposes other than those listed and will always seek to minimise the processing of personal information.

Security

We are committed to ensuring that all information is kept securely. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

As a company we use the services of an IT Support company to ensure that we have up to date security and anti-virus software to best protect us from any online security breach. We regularly update all software used across the Company to ensure that we have access to the best technology available/applicable, with employees using two-form authentication to access our systems.

We regularly review information held on our database. Any e-marketing undertaken always allows for an option to opt-out of further communication from us and following notification of opting-out, our records are immediately updated and personal information deleted as appropriate.

Website and use of cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to tailor it to our customers' needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide our customers with a better website, by enabling us to monitor which pages customers find most useful and which pages are used the least. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites that RHL recommend. Once a customer has clicked on a link to a separate site, they will be leaving RHL's website and RHL has no control over the linked site. We cannot be responsible for the protection and privacy of any information provided whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.



Controlling personal information

Customers can restrict the collection or use of their personal information in the following ways:

- If asked to complete a form on our website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- If you have previously agreed to RHL using personal information for direct marketing purposes, you may change your mind at any time by writing to us at Roger Hyde Limited, Hadleigh Business Centre, Crockatt Road, Hadleigh, Suffolk, IP7 6RH or by emailing us at info@rogerhyde.co.uk.
- By completing a copy of this Privacy Policy and ticking the appropriate boxes and returning this to us.

I consent to RHL contacting me for any of the purposes above and in the format as shown below

Post Email Telephone Text message I Do Not Consent

RHL will not sell, distribute or lease any personal information to third parties unless we have specific permission to do so or are required by law. RHL may use personal information to send you promotional information about third parties which we think may be of interest if you have previously confirmed you are happy for this to happen.

You may request at any time to see details of personal information RHL holds about you. Please write to **The Managing Director at Roger Hyde Limited, Hadleigh Business Centre, Crockatt Road, Hadleigh, Suffolk, IP7 6RH** or email **The Managing Director at info@rogerhyde.co.uk** to request a copy of any information held. We will then supply you with a printout showing all personal details that we hold for you (you will receive a copy of this information within one month of the request).

If you believe any information we are holding on you is incorrect or incomplete or you would like the information removed from our database/records, please write to or email us as soon as possible, at the above address. We will promptly correct or remove any information held.

Information Commissioner's Office

If you have any concerns whatsoever in the way in which you feel we are handling your data, the Information Commissioner's Office (ICO) can be contacted on 0303 123 1113 (www.ico.org.uk).

Name: James Hyde, Managing Director

Dated: 27th July 2023

Signed


This policy is to be reviewed and updated on an annual basis. After each review this policy is to be circulated to all RHL staff (to include subcontractors and organisations working on behalf of RHL) in order that they all understand and comply with the Company's policy and procedures. A copy of this policy and any subsequent renewed policy will be uploaded to our website.