

This privacy policy sets out how Paul Strank Roofing Limited uses and protects any information that you give us when you contact us or use this website. This policy covers our Roofing Contractors Division, Scaffolding Division and our Roofing & Building Merchants Division. Click [here](#) for the privacy policy for The Paul Strank Charitable Trust.

Paul Strank Roofing Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25<sup>th</sup> May 2018.

## **What we collect**

We may collect the following information:

- Contact information including full name, email address, telephone number and home (or company) address
- Site address
- Specific details of the property we are attending or delivering to.
- Where applicable, tenant/lessee or site contact and access information
- Billing & Payment information.
- Credit Scores [Shop Credit Accounts only]

In certain circumstances, including debt recovery purposes, we may also obtain additional information about you beyond that provided by you.

## **What we do with the information we gather**

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

- To administer and manage our relationship with you, and deal with any enquiries we receive from you
- Internal record keeping.
- To process orders from you for any goods and services
- To comply with applicable laws, regulations and rules
- To provide you with details of our product ranges, services and promotions
- To make checks with credit reference agencies from time to time
- For the purposes of recovery of debt in case of non-payment
- We may use the information to improve our products and services

Our legal basis for these uses of your personal information may include:

- That it is necessary for our legitimate interests in operating our business and/or providing you with goods and services
- It is necessary for the performance of contracts to which you are a party with us

We will not keep your personal information for longer than is necessary, taking into account the need to retain information for Guarantees, details of work previously undertaken and repeat custom, applicable legal requirements and limitations.

## **Disclosing your Personal Information**

We may disclose your information to third parties who perform services on our behalf such as business partners (printing & marketing agencies, credit reference agencies, accounting and software providers) who are within the European Economic Area and the UK.

We may also disclose your personal information to third parties in other circumstances such as:

- If we have a duty to share your personal information to comply with legal obligations
- To enforce our terms and conditions of business and other relevant agreements
- To protect the rights, property safety of Paul Strank Roofing Limited, our staff, customers or other related parties
- If requested to by a government authority or regulator

## Controlling your personal information

You have rights under the GDPR (General Data Protection Regulation) in relation to the processing of your personal information full details of which can be found on the ICO (Information Commissioner's Office). Your rights including requesting the personal information we hold about you, and ensuring that it is correct and up-to-date, and in certain circumstances to delete this information. If you have any queries or would like to discuss the information we hold about you, please contact us at [admin@paulstrankroofing.co.uk](mailto:admin@paulstrankroofing.co.uk) or at **Paul Strank Roofing Limited, 22 Weir Road, Wimbledon, London SW19 8UG.**

## Security

We are committed to ensuring that your information is secure. 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.

## How we use 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 webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. 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 of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide 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.