



## Privacy Policy (GDPR)

Boardley & Roberts Ltd is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This policy applies to visitors to our website [www.boardley-roberts.co.uk](http://www.boardley-roberts.co.uk) customers, suppliers, and anyone who contacts us via phone, website or email.

**Company name:** Boardley & Roberts Ltd

**Registered address:** Plummers Dell, Gipping Road, Great Blakenham, Ipswich, Suffolk, IP6 0JG

**Phone:** 01473 830272

**Email:** [sales@boardley-roberts.co.uk](mailto:sales@boardley-roberts.co.uk)

We are the “data controller” for the personal data we collect.

### - What personal data we collect

We may collect and process the following information:

- \* Name
- \* Company name
- \* Address
- \* Email address
- \* Telephone number
- \* Enquiry or repair booking details
- \* Any information you voluntarily provide to us
- \* Technical data such as IP address, browser type, and website usage (via cookies, where applicable)



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VAT No. 285 3739 22

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## - How we collect your data

We collect personal data when you:

- \* Contact us by phone, email, or through our website
- \* Request information or book a repair/service, new sale or site job
- \* Use our website [www.boardley-roberts.co.uk](http://www.boardley-roberts.co.uk)
- \* Provide information as part of doing business with us

## - How we use your data

We use your personal data to:

- \* Respond to enquiries
- \* Process and manage repair work or services
- \* Communicate with you about your job or request
- \* Improve our services and website
- \* Comply with legal and regulatory obligations

## - Lawful basis for processing

Under UK GDPR, we rely on the following lawful bases:

- \* Contractual necessity - to provide services you have requested
- \* Legitimate interests – to run and improve our business
- \* Legal obligation – where we are required by law
- \* Consent – where you have explicitly given it

- Sharing your data

We do not sell your personal data.

We may share data with trusted third parties such as:

- \* IT and website service providers
- \* Professional advisers (e.g. accountants)



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- \* Delivery firms and suppliers for the goods we provide
- \* Legal or regulatory authorities when required by law

All third parties are required to respect the security of your data and treat it in accordance with the law.

### **Data retention**

We only retain personal data for as long as necessary to fulfil the purposes we collected it for, including legal, accounting, or reporting requirements.

When data is no longer required, it is securely deleted or destroyed.

### **Data security**

We take appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, or loss.

### **Your data protection rights**

Under GDPR, you have the right to:

- \* Request access to your personal data
- \* Request correction of inaccurate or incomplete data
- \* Request erasure of your data (in certain circumstances)
- \* Restrict or object to processing
- \* Request data portability
- \* Withdraw consent at any time (where consent is used)

To exercise your rights, please contact us using the details above.

### **Cookies**

Our website may use cookies to improve functionality and user experience. You can control cookies through your browser settings.



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Plummers Dell,  
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Ipswich, Suffolk,  
IP6 0JG

## Complaints

If you are unhappy with how we handle your data, you have the right to complain to the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

Phone: 0303 123 1113

## Changes to this policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.



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