

## **PRIVACY STATEMENT**

Rowling Building is a family owned and run building company and developers, in the UK trading primarily in Norfolk. For the purpose of the General Data Protection Act we are considered the Data Controller.

Rowling Building takes your privacy seriously and this Privacy Policy is to help you understand how and what information we collect, how we use it and how your personal data can be updated and managed. We understand that people have different privacy concerns so our aim is to be clear about what we collect so you can make a choice on how we use it.

Any queries regarding GDPR can be contacted directly by emailing [enquiries@rowlingbuilding.co.uk](mailto:enquiries@rowlingbuilding.co.uk).

### **What Personal Data do we collect?**

For customers we may collect and process personal data such as name, address, email and phone number, payment details, date of birth and proof of identity which may include driving licence, utility bill or passport.

For other contacts and enquiries, etc, we may still collect personal data such as name, address, email and phone number when you make an enquiry or use our website.

Whilst at the registered office, office/yard, on one of the sites under the control of Rowling Building or in/near one of our vehicles you may be monitored and recorded on CCTV for security and public safety reasons, which we keep for up to 12 months.

By submitting information, visiting registered office, office/yard or being in/near one of our vehicles you are consenting to our use of this information within this Privacy Policy.

### **How we use your information**

Rowling Building will collect and may use your personal data for credit checks with third party agencies at a pre-contractual stage. We will use your personal data for correspondence, invoicing and transaction operations. Ourselves and our suppliers may use your personal data for transaction or product related queries requests or changes and some product queries, etc.

### **Why does Rowling Building need to collect and store personal data?**

In order for us to provide you with a service, we need to collect personal data for

correspondence and contractual purposes. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes Rowling Building would contact you for additional consent.

### **Recording of Communications**

We may record communications such as telephone calls and emails for the purpose of quality assurance, training, fraud protection and compliance.

### **Your rights as a Data Subject**

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- You have the right to complain direct to Rowling Building at [enquiries@rowlingbuilding.co.uk](mailto:enquiries@rowlingbuilding.co.uk) or the ICO through their website [www.ico.org.uk](http://www.ico.org.uk) if you feel your rights have been breached.

## **How we use your Personal Data**

Rowling Building will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary.

Rowling Building is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

We collect and process your personal data in order to;

- Provide quotations
- Perform contractual obligations between you and us, such as processing request for work
- Improve the goods and services we offer to you
- Carry out security checks to prevent fraud
- Comply with HMRC and legislative requirements

## **Cookies**

We may use cookies to monitor how many times you visit our website, what pages you visit and where you are connecting from. This helps us build a profile of our user base. Cookies are a small text file that we store locally on your connecting device.

You can disable cookies on any browser but if you chose to do so some of our website functions and features may not work.

## **Will Rowling Building share your data?**

We may pass your personal data on to third-party service providers contracted to Rowling Building in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide you on our behalf.

We may share your Personal Data with third parties to provide services on our behalf such as delivery of goods and services, specialised material enquiries and orders, etc. If we wish to pass

any sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

We may also pass your details onto external agencies including law enforcement to help prevent unlawful activities

### **Marketing Communication**

We do not currently send out any marketing communications about our products and services by email about our products and services.

### **Photography**

We may take photographs of your property. These are sometimes shared with our suppliers for purposes of ordering, quoting, compliance with regulations, etc, and details will confirm the location of works and possibly your name(s) and contact details. We may also share photographs on our website and/or social media and in these instances we do not divulge your name(s) or location of works.

### **Securing Personal Data**

We will use technical and organisational measures to protect your personal data

- Data is secured securely on servers
- Routine backups of data to ensure no data is lost
- Payments are encrypted with trusted providers

Along with these we have introduced new Policies and Procedures in Rowling Building to further protect data and the Data Controller has received GDPR training so that protecting your data stays a priority. Whilst all reasonable efforts have been made to protect your personal data you acknowledge that we cannot fully guarantee the security of all personal data so if you have any specific concerns please contact us at [enquiries@rowlingbuilding.co.uk](mailto:enquiries@rowlingbuilding.co.uk).

### **Changes to our Privacy Policy**

We may change our Policy now and again so we advise you to check on occasions this Policy to ensure you are aware of the most recent version

### **How to contact us**

If you have any queries about our Privacy Policy please contact us at [enquiries@rowlingbuilding.co.uk](mailto:enquiries@rowlingbuilding.co.uk)

## **Copyright**

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Whilst great care has been taken to ensure that the information on this Web-Site is accurate, it is subject to change without notice.

Rowling Building is the trading name of Woltna Ltd

30 January 2025