

Introduction

At Rosetta Group, we are committed to safeguarding your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, share, and protect your data in compliance with applicable data protection laws.

As a company specialising in construction services for both residential and commercial projects, we recognize the importance of transparency and trust in our interactions with clients, partners, and website visitors. This Privacy Policy explains the principles and practices that guide our handling of your information.

Please take a moment to read this Privacy Policy to understand how we manage your personal data. By accessing our services, website, or providing us with your information, you consent to the practices described herein.

If you have any questions or concerns about your privacy or the information we collect, please don't hesitate to contact us using the details provided in this policy. Your privacy matters to us, and we are committed to protecting and respecting your personal information.

1. How We Collect Information

At Rosetta Group, we collect information through various channels and interactions, including:

- When you visit our website and submit information through contact forms.
- When you communicate with us via email, phone, or in person.
- When you provide information during consultations, surveys, or other interactions.
- When we receive information from third-party sources, such as marketing partners or public databases.

2. How We Use the Information Collected

We use the information collected from you for the following purposes:

- To provide you with the requested services and fulfil our contractual obligations.
- To respond to your inquiries and communicate with you.
- To send marketing communications and promotional materials, where you have provided your consent.
- To analyse and improve our services, website, and customer experience.
- To comply with legal obligations and resolve disputes.

3. Keeping You Informed

We may use your information to keep you informed about our services, promotions, and relevant industry updates. You can opt out of these communications at any time by following the unsubscribe instructions included in such communications or by contacting us directly.

4. How We Share Your Information

We may share your information with:

- Service providers and partners who assist us in delivering our services.
- Legal and regulatory authorities when required to comply with applicable laws.
- Third parties in the event of a business merger, acquisition, or sale.

5. Legal Basis for Processing Personal Information

We process your personal information based on the following legal bases:

- Your consent, where applicable.
- The necessity of processing to fulfil our contractual obligations.
- Compliance with legal obligations.
- Legitimate interests pursued by us, such as improving our services and marketing efforts.

6. How Is Your Information Protected

We implement appropriate technical and organisational measures to protect your information from unauthorised access, disclosure, alteration, and destruction. Our employees and partners are trained to handle data securely.

7. Your Data Protection Rights

You have the following rights regarding your personal information:

- The right to access and request copies of your personal data.
- The right to correct or update inaccurate information.
- The right to request erasure of your personal data under certain circumstances.
- The right to object to or restrict processing of your personal data.
- The right to data portability.
- The right to withdraw consent for processing when consent is the legal basis for processing.
- You can exercise these rights by contacting us using the details provided below.

You have the right to complain to the Information Commissioner's Office about our collection and use of your personal information. For more information, please contact:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

www.ico.org.uk

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

8. How Long Do We Keep Your Personal Information

We retain your personal information for as long as necessary to fulfil the purposes for which it was collected or as required by applicable laws and regulations.

9. How Do We Keep Your Personal Information Secure

We employ industry-standard security measures to safeguard your personal information. However, no method of data transmission over the internet or electronic storage is completely secure. We cannot guarantee absolute security but will make every reasonable effort to protect your data.

10. Cookies

We use cookies and similar technologies on our website to enhance your browsing experience. You can manage cookie preferences through your browser settings.

11. Changes to our Privacy Policy

We keep our Privacy Policy under regular review and if we change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect and how we use it. This policy was last updated in September 2023.

12. How to Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us at:

Rosetta Group

Unit 2, The Woodyard,

Knebworth Park,

Old Knebworth,

SG3 6PY

info@rosetta-group.co.uk

01438 587 914

We will respond to your inquiries promptly and assist you with any data protection-related matters.