

1. Introduction

This Privacy Policy explains how **SR Industrial Ltd** (“we”, “us”, “our”) collects, uses, stores, and protects your personal data. We act as a **Data Controller** when determining how and why your personal data is processed. This policy applies to visitors to our website, our customers, suppliers, partners, and any individuals communicating with us regarding our products and services.

We are committed to complying with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Who We Are

SR Industrial Ltd
Website: **www.srindustrial.co.uk**
Email: **srogers@srindustrial.co.uk**
Telephone: **01344 860145**

Data Protection Lead:
[Insert Name]

3. What Data We Collect

We may collect and process the following types of personal data:

- Name and contact details (email address, telephone number)
- Company name and job role
- Address and billing information (where required)
- Communication history with us
- Website usage and technical data (e.g., IP address, browser type, cookies)
- Any information voluntarily submitted via contact forms, phone calls, or email

We do **not** routinely collect sensitive personal data.

4. How We Collect Your Data

We collect data in the following ways:

- When you contact us via our website, email, or phone
 - When you request a quotation or engage our services
 - When you enter into a contract with us
 - Through website analytics and cookies
 - From publicly available sources such as LinkedIn or company websites (business-to-business only)
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5. How We Use Your Data

We will only use your data where there is a lawful basis, including:

Purpose	Legal Basis
To provide quotations, services, and fulfil contracts	Performance of a contract
To respond to enquiries and communication	Legitimate interests
To manage invoicing and payments	Legal obligation / Contract
To send service updates or relevant information	Legitimate interests
To send marketing communications (where opted-in)	Consent
To improve website performance and customer experience	Legitimate interests / Consent (for non-essential cookies)

You will only receive marketing communications if you have given consent or we have a legitimate business interest. You may opt out at any time.

6. Sharing Your Data

We will never sell your personal data.

We may share data with:

- Service providers such as IT and software providers
- Professional advisers (accountants, legal representatives, insurers)
- Regulatory or legal authorities where required by law
- Approved partners or subcontractors necessary to deliver our services

All third parties are required to process your data securely and in line with UK GDPR.

We do not routinely transfer data outside the UK. If this becomes necessary, we will ensure appropriate safeguards are in place.

7. Data Retention

We retain personal data for up to **7 years** from the last contact or the end of a contract, in line with legal and accounting requirements. After this period, data will be securely deleted or anonymised.

8. Data Security

We store data on secure servers and use industry-standard security measures to protect your information from loss, misuse, or unauthorised access. Access is restricted to those who need it for legitimate business purposes.

If a data breach occurs, we will notify the ICO and affected individuals where legally required.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction or deletion
- Object to processing

- Withdraw consent (where consent is the basis for processing)
- Request data transfer (portability)
- Restrict processing

To exercise these rights, contact **srogers@srindustrial.co.uk**.

10. Cookies

Our website uses cookies to improve functionality, performance, and analytics.

Sopro Plugin Cookies

We use the Sopro Plugin, which places the following cookies:

Cookie Name	Purpose	Expiry	Category
_obid	Tracks unique visits and links them to email campaigns	1 year	Performance / Analytical
_obid_visit	Identifies a browsing session across pages; not linked to personal data	4 hours	Advertising / Tracking
cuid_* (<i>webchat only</i>)	Session cookie for webchat; not linked to personal data	15 days	Functional

You can manage cookies via your browser settings. Non-essential cookies require your consent.

For full details, please refer to our **Cookies Policy**.

11. Automated Decision-Making

We do not use your personal data for automated decision-making or profiling.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices and recommend reviewing their policies separately.

13. Complaints

If you have concerns about how we handle your data:

Contact:

Data Protection Lead

Email: **srogers@srindustrial.co.uk**

If you are not satisfied, you may contact:

Information Commissioner's Office (ICO)

www.ico.org.uk

14. Changes to This Policy

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

