

Introduction

DJT Surfacing Ltd (“we”, “our”, “us”) is committed to protecting your privacy and handling your personal data in an open and transparent way. This policy explains how we collect, use, store, and protect your data when you use our website, www.djtsurfacing.co.uk.

We are the Data Controller for the purposes of UK GDPR and the Data Protection Act 2018. If you have any questions about this policy or our data protection practices, please contact us at:

Email: info@djtsurfacing.co.uk

Address: Dacca Farm, Ducks Cross, Colesden Road, Wilden, Bedfordshire MK44 2QW

This policy may be updated from time to time. Please check this page regularly to ensure you are aware of the latest version.

Our Privacy Promise

- **Transparency** – We will always explain what data we collect and how we use it.
- **Security** – We use appropriate technical and organisational measures to protect your information.
- **Control** – You are in control of your data. You can manage your preferences and exercise your rights at any time.

Children's Data

Our website and services are not directed to children under the age of 13, and we do not knowingly collect personal data from them. If we become aware that we have collected personal data from a child under 13, we will take steps to delete that information.

What Data We Collect

We may collect, use, store, and transfer different kinds of personal data about you, which we have grouped together as follows:

- **Identity & Contact Data:** Includes name, email address, phone number, and company details when you complete forms or correspond with us.
- **Technical & Usage Data:** Includes IP address, browser type and version, operating system, and information about how you use our website (e.g., which pages you visit).
- **Marketing & Communications Data:** Includes your preferences in receiving marketing from us and your communication preferences.
- Any other information you choose to provide when contacting us directly.

How We Collect Data

We collect your information in the following ways:

- **Direct Interactions:** When you submit a form on our website, or when you contact us by post, phone, email, or social media.
- **Automated Technologies:** Through cookies and other similar technologies, as you interact with our website.

- **Third Parties or Publicly Available Sources:** From publicly available sources (such as Companies House or LinkedIn) or through networking interactions.

Legal Basis for Processing

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Contract:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Consent:** For marketing communications and the use of non-essential cookies. You have the right to withdraw consent at any time by contacting us or updating your cookie preferences.
- **Legal Obligation:** Where we need to comply with a legal or regulatory obligation.
- **Legitimate Interests:** Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests. We always carry out a balancing test to ensure our legitimate interests do not override your rights and freedoms.

Your Rights

Under UK data protection law, you have rights including:

- **Access:** The right to request a copy of your personal data.
- **Rectification:** The right to request the correction of inaccurate data.
- **Erasure:** The right to request the erasure of your data.
- **Restriction of processing:** The right to request that we temporarily stop processing your data under certain circumstances.
- **Object to processing:** The right to object to our processing of your data where we are relying on legitimate interests.
- **Data portability:** The right to request that we transfer your data to another organisation.
- **Withdraw consent:** The right to withdraw consent at any time (for any processing based on consent).
- **Lodge a complaint:** You have the right to lodge a complaint with the Information Commissioner's Office (ICO), which is the UK's supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

To exercise these rights, please contact us at: info@djtsurfacing.co.uk. We will respond to all legitimate requests within one month.

International Transfers

Some of our external third-party service providers are based outside the UK, so their processing of your personal data will involve a transfer of data outside the UK. Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by using specific contracts and safeguards approved for use in the UK, which give personal data the same protection it has in the UK. This may include the UK's International Data Transfer Agreement (IDTA) or the UK Addendum to the EU's Standard Contractual Clauses.

Data Retention

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

To determine the appropriate retention period, we consider the amount, nature, and sensitivity of the data, the potential risk of harm from unauthorised use or disclosure, the purposes for which we process it, and any applicable legal requirements.

How We Protect Your Data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way. These include:

- Using secure servers and encryption (HTTPS).
- Limiting access to your personal data to authorised personnel only.
- Regularly reviewing our information collection, storage, and processing practices.

Cookie Policy

What Are Cookies?

Cookies are small text files placed on your device by websites you visit. They are widely used to make websites work more efficiently, as well as to provide information to the owners of the site. With the exception of 'Necessary' cookies, we will not place any cookies on your device without your explicit consent, which you can manage via our cookie consent banner.

You can manage your cookie preferences at any time through our cookie banner or by adjusting your browser settings.

Types of Cookies We Use

- **Necessary (Always Active):** Essential for the basic functionality of the website.
- **Functional:** Enable enhanced functionality and personalisation.
- **Analytics:** Help us understand how visitors interact with our website.
- **Advertising/Targeting:** Used to build a profile of your interests and show you relevant adverts.

Cookies Used on Our Site

Cookie Name	Purpose	Type	Duration	Provider
cookieyes-consent	CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on subsequent visits to this site. It does not collect or store any personal information about the site visitors.	Necessary	1 year	cookieyes
wpEmojiSettingsSupports	WordPress sets this cookie when a user interacts with emojis on a WordPress site. It helps determine if the user's browser can display emojis properly.	Necessary	Session	WordPress
_cf_bm	This cookie, set by Cloudflare, is used to support Cloudflare Bot Management.	Necessary	1 hour	Cloudflare
_cfuid	Cloudflare sets this cookie to track users across sessions to optimize user experience by maintaining session consistency and providing personalized services	Necessary	Session	Cloudflare
vuid	Vimeo installs this cookie to collect tracking information by setting a unique ID to embed videos on the website.	Analytics	1 year 1 month 4 days	Vimeo

Third-Party Services

Our website may contain links to third-party websites. This privacy policy does not cover these external sites. We encourage you to read the privacy statements on the other websites you visit.

Contact

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Policy Governance

We review this policy at least once a year or whenever significant changes to our data processing activities occur.