



## **Privacy Policy – Roof Care Membership (UK)**

### 1. Introduction

L&G Roofing & Externals is committed to protecting your personal data. This policy explains how we collect, use, and store your information under the UK GDPR and Data Protection Act 2018.

### 2. Data Collected

We collect:

- Name, address, postcode
- Phone number, email address
- Bank account details (Direct Debit via GoCardless)
- Membership plan and service usage
- Records of inspections and repairs

### 3. Purpose of Data Processing

We use your data to:

- Manage your Roof Care Membership
- Schedule inspections and maintenance
- Process payments
- Communicate service updates or promotions
- Comply with legal and accounting requirements

#### 4. Data Sharing

We do not sell your personal data. Limited sharing occurs only with:

- Payment processors (GoCardless)
- Contractors performing roof maintenance

All third parties process data under strict privacy rules.

#### 5. Data Retention

Membership records are retained for:

- Duration of membership
- Up to 6 years for legal/accounting purposes

#### 6. Member Rights

You have the right to:

- Access your data
- Correct any errors
- Request deletion (subject to legal obligations)
- Restrict or object to processing

To exercise your rights, contact: **info@lgroofingandexternals.co.uk**

## 7. Cookies & Website Data

We may use cookies to improve site performance and for analytics. Cookies do not collect personal payment information.

## 8. Security Measures

We implement technical and organisational measures to protect your data from loss, misuse, or unauthorised access.

## 9. Changes to Privacy Policy

Any changes will be published on this page. Please review periodically.

## 10. Contact

Questions or complaints regarding your data:

**L&G Roofing & Externals**

**info@lgroofingandexternals.co.uk**

**Chelmsford CM2 9QX**