



Website Privacy Notice

Roca Systems Ltd
Effective: 6 August 2026

Document owner	Directors / Data Protection Lead
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Status	Approved company policy

1. About this notice

This notice explains how Roca Systems Ltd collects, uses, stores and protects personal information when you visit <https://www.roca.co.uk>, submit an enquiry, contact us or use services embedded in our website.

Roca Systems Ltd is the data controller for the personal information described in this notice. Our business address is 224 Newtownards Road, Belfast, BT4 1HB.

Contact for privacy matters

Email: service@roca.co.uk

Telephone: 028 90 461 461

Post: 224 Newtownards Road, Belfast, BT4 1HB

2. Information we collect

- **Information you provide:** your name, email address, message and any business, service or equipment details included in an enquiry.
- **Communications and service information:** records of emails, calls, quotations, bookings, repairs, warranty matters and other correspondence where relevant.
- **Technical information:** basic server and security logs, such as IP address, browser information, date and time of access, requested page and error information.
- **Embedded service information:** technical information that may be processed by third-party services displayed on the website, including Google Maps.

Please do not include special category information or confidential third-party information in a website enquiry unless it is necessary and you are authorised to provide it.

3. How information is collected

- Directly from you through the contact form, email, telephone or other correspondence.
- Through our service relationship with your organisation, including maintenance, repair, warranty and support activities.
- Automatically through normal web-server and security logging.
- Through service providers used to operate the website. The current contact form is processed using Formspre, and the contact page includes an embedded Google Maps service.

4. How and why we use personal information

Purpose	Examples	Typical lawful basis
Responding to enquiries	Replying to questions, arranging a quotation or discussing support.	Steps at your request before a contract; legitimate interests.
Providing and managing services	Repairs, maintenance, warranty support, site visits and customer administration.	Contract; legitimate interests; legal obligations.
Business administration	Records, invoicing, supplier management, quality control and complaint handling.	Contract; legitimate interests; legal obligations.
Website and information security	Preventing abuse, troubleshooting and maintaining reliable services.	Legitimate interests; legal obligations.
Legal and regulatory compliance	Responding to lawful requests, establishing or defending legal claims.	Legal obligations; legitimate interests.
Marketing	Relevant business communications where permitted. You can object or opt out at any time.	Consent or legitimate interests, as applicable.

5. Cookies and embedded content

The public website does not currently use first-party advertising or behavioural analytics cookies. Essential session cookies are used in the restricted administration area for authorised users.

Third-party content, such as the embedded Google Maps frame, may place or access cookies and may collect device or usage information under the provider's own privacy terms. You can control cookies through your browser settings, although blocking some cookies may affect embedded features.

6. Who we share information with

- Website hosting, email, security and IT service providers acting on our instructions.
- Formspree, where you submit the website contact form.
- Google, where you choose to use or interact with embedded Google Maps content.
- Manufacturers, warranty providers, field-service partners, suppliers or customer organisations where necessary to handle a service request.
- Professional advisers, insurers, auditors and authorities where required for legal, regulatory or claims purposes.
- A purchaser or successor if the business or relevant assets are reorganised, sold or transferred, subject to appropriate confidentiality controls.

We do not sell personal information to third parties.

7. International transfers

Some technology providers may process information outside the United Kingdom. Where this occurs, we require an appropriate transfer mechanism or rely on an applicable adequacy regulation, together with contractual and security measures appropriate to the risk.

8. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, including any legal, accounting, warranty, contractual, insurance or dispute-resolution requirements. Enquiry records are reviewed when they are no longer active; customer and service records are retained for the relevant relationship and applicable legal or warranty periods. Security logs are retained for a limited period proportionate to their purpose.

9. Security

We use organisational, technical and physical measures proportionate to the information and risk. These include access controls, account security, staff responsibilities, backups, secure disposal and controls over service providers. No internet transmission or storage system can be guaranteed completely secure.

10. Your rights

Depending on the circumstances, data protection law gives you rights to:

- be informed about how your personal information is used;
- request access to your personal information;
- request correction of inaccurate or incomplete information;
- request erasure of information in certain circumstances;
- request restriction of processing in certain circumstances;
- object to processing based on legitimate interests or to direct marketing;
- request data portability where the legal conditions apply;
- withdraw consent at any time where processing relies on consent; and
- raise concerns about solely automated decisions with legal or similarly significant effects, where applicable.

To exercise a right, contact service@roca.co.uk. We may need information to verify your identity. We normally respond without undue delay and within the period required by law. Some rights are subject to conditions and exemptions.

11. Data protection complaints

You can raise a data protection complaint with us by emailing service@roca.co.uk, calling 028 90 461 461, or writing to 224 Newtownards Road, Belfast, BT4 1HB. We will acknowledge the complaint within 30 days, take appropriate steps to investigate it, keep you informed where necessary and communicate the outcome.

You also have the right to complain to the Information Commissioner's Office (ICO). More information is available at ico.org.uk/make-a-complaint.

12. External links

Our website may link to websites operated by other organisations. We are not responsible for their privacy practices. Review the privacy information on the destination website before providing personal information.

13. Changes to this notice

We may update this notice to reflect changes to the website, our services, providers or legal obligations. The effective date shown on the document will be updated when material changes are made.

14. Legal framework

This notice is intended to reflect the UK GDPR, the Data Protection Act 2018, the Data (Use and Access) Act 2025 and the Privacy and Electronic Communications Regulations 2003, as amended and applicable.