



Rotech Group  
Registered Office: 28 Albyn Place Aberdeen AB10 1YL  
Company Registration No. SC374626

This Privacy Notice explains when, why and how we collect personal information, including through our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Privacy Notice from time to time so please check this page occasionally to ensure that you are happy with any changes. By using our website, you agree to be bound by this Privacy Notice.

Any questions regarding this Privacy Notice and our privacy practices should be sent by email to [info@rotech.co.uk](mailto:info@rotech.co.uk) Alternatively, you can contact us on 01224 698698

#### How do we collect information from you?

We obtain information about you when you contact us about products and services

#### What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

#### How is your information used?

We may use your information to:

- carry out our obligations arising from any contracts entered into by you and us
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest
- process a job application.

We review our retention periods for information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example HMRC information which we are obliged to retain for a period of 7 years) We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

### Third Party Service Providers working on our behalf

We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services. When we use third party service providers, we disclose only the personal information that is necessary to deliver the service. In such cases, we have an agreement in place that requires third parties to keep your information secure and not to use it for their own direct marketing purposes unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

### Third Parties we work in association with

We work closely with various third-parties. In some cases, they will be acting as a data controller of your information and therefore we advise you to read their Privacy Notice. These third-parties will share your information with us which we will use in accordance with this Privacy Notice.

We may transfer your personal information to a third-party as part of our business management and if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

### Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: [info@rotech.co.uk](mailto:info@rotech.co.uk) or telephone on 01224 698698

### How you can access and update your information

The accuracy of your information is important to us. We expect you to inform us of any changes to be made. You have the right to ask for a copy of the information Rotech Group Ltd. hold about you. You also have the right to withdraw consent for us to process personal data by contacting us at the address above or via email to [info@rotech.co.uk](mailto:info@rotech.co.uk)

### Security precautions in place to protect the loss, misuse or alteration of your information

Non-sensitive details (your email address etc.) are transmitted as part of day to day business and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us and you do so

at your own risk. Once we receive your information, we make use of managerial procedures to safeguard and secure information we collect to ensure its security on our systems.

### Website

This privacy notice applies only to the Rotech Group website. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the Privacy Notice of that third-party site.

### Use of 'cookies'

Like many other websites, the Rotech Group website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

### Transferring your information outside of Europe

As part of the nature of our business, the personal information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if we are contracting with an entity outside the EU and are required to transfer information for the purposes of fulfilling our contractual requirements, or if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken to protect your rights under GDPR.

### Review of this Notice

We keep this Privacy Notice under regular review. This Notice was last updated in May 2018.