

## Privacy Notice (UK GDPR)

Last updated: February 2026

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### 1. Introduction

Matrod Frampton Limited (“we”, “us”, “our”) is committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect your information when you visit our website or contact us.

This notice should be read together with our internal Data Protection Policy, which applies to all employees.

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### 2. Who We Are

**Controller:** Matrod Frampton Limited

**Registered in:** United Kingdom

**Data Privacy Manager:**

Mrs Christine Lusher

Email: [chris@matrod-frampton.co.uk](mailto:chris@matrod-frampton.co.uk)

We are responsible for deciding how your personal data is used and ensuring it is handled in accordance with the **UK GDPR** and the **Data Protection Act 2018**.

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### 3. The Data We Collect

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

- **Identity Data:** name, job title
- **Contact Data:** email address, telephone number, postal address
- **Technical Data:** IP address, browser type, device information
- **Usage Data:** pages visited, time spent on site, interactions
- **Communication Data:** enquiries, messages, correspondence
- **Transactional Data:** invoices, payments (processed securely via third-party providers)

We do **not** collect special category data through our website.

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#### 4. How We Collect Your Data

We collect data in the following ways:

- **Directly from you** when you contact us or request information
  - **Automatically** through cookies and analytics tools
  - **From third-party service providers** such as hosting or payment processors
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#### 5. How We Use Your Data (Lawful Bases)

Purpose	Lawful Basis
Responding to enquiries	Legitimate interests
Providing services and quotations	Contract
Managing accounts, invoicing, and payments	Contract / Legal obligation
Improving our website and services	Legitimate interests
Maintaining security and preventing fraud	Legitimate interests / Legal obligation
Sending essential service communications	Contract

We do **not** send marketing emails without explicit consent.

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#### 6. Sharing Your Data

We may share your personal data with:

- IT and website hosting providers
- Accountants and professional advisers
- Payment processors
- Contractors or suppliers involved in delivering our services
- Legal or regulatory authorities where required by law

We do **not** sell or trade your personal data.

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## 7. Data Retention

We keep your personal data only for as long as necessary:

- Enquiries: **up to 24 months**
- Client records: **6 years**
- Financial records: **6 years**
- Website analytics: **up to 26 months**

After this period, data is securely deleted or anonymised.

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## 8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
  - Correct inaccurate data
  - Request deletion (where applicable)
  - Restrict processing
  - Object to processing
  - Data portability
  - Withdraw consent (where consent is used)
  - Complain to the ICO
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## 9. How to Complain

If you have concerns about how we handle your data, please contact our Data Privacy Manager first.

If you remain dissatisfied, you can contact:

### **Information Commissioner's Office (ICO)**

Website: [www.ico.org.uk](http://www.ico.org.uk)

Telephone: 0303 123 1113

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## **10. Changes to This Notice**

We may update this Privacy Notice from time to time. The latest version will always be available on our website.