



## Data Protection & Privacy Policy

11 June 2025

### PIPECOUK LTD

*Innovation in Infrastructure*

---

#### 1. Policy Overview

PIPECOUK Ltd is committed to protecting the privacy and personal data of all individuals we interact with — including customers, suppliers, employees, and contractors.

We operate in line with the UK GDPR and Data Protection Act 2018 and ensure all digital and cloud-based tools used by PIPECOUK comply with current best practices.

---

#### 2. What We Collect

We may collect:

- Names, contact details, job roles (for business contact)
- Emails, messages, call recordings (customer service)
- Browsing data and cookies (via the company website)
- Bank and invoicing details (for B2B transactions)

We do **not** collect unnecessary personal data or store sensitive information without legal basis or consent.

---

#### 3. Lawful Basis for Processing

PIPECOUK Ltd processes personal data under the following legal bases:

- **Contractual necessity** – to fulfil business operations.
- **Legitimate interest** – such as improving customer service or marketing.
- **Consent** – where legally required.

---

#### 4. Storage & Security

- All data is stored securely using encrypted cloud systems.
- Access is limited to authorised personnel only.
- Backups are regularly maintained, and breaches will be reported within 72 hours where legally required.



## Data Protection & Privacy Policy

11 June 2025

---

### 5. Data Subject Rights

Under GDPR, individuals have the right to:

- Access their data
- Request correction or deletion
- Object to processing
- Withdraw consent at any time

Requests can be submitted via [insert company contact email].

---

### 6. Third Parties

We only share data with:

- Service providers under strict confidentiality (e.g. IT, marketing, legal)
  - Legal authorities when required
- We never sell personal data.

---

### 7. Policy Review

This policy is reviewed annually and updated to ensure compliance with data protection laws.

### 8. Sign-Off

Signed:

**James Larkin**  
Managing Director  
PIPECOUK Ltd