



# PRIVACY POLICY

This privacy policy applies to visitors of the Website owned and provided by **Rocky Road Resilience Ltd**. Our priority is to safeguard the privacy of personal information collected from visitors using the Website and services. Kindly review this privacy policy for a better understanding.

By using the Website, you agree to the terms of this privacy policy.

Rocky Road Resilience Ltd is committed to the protection and security of all personal privacy that we collect in the course of our business and other related activities. This privacy policy outlines our procedures and practices for handling and safeguarding the information we collect.

## Definitions and Interpretation:

In this privacy policy, the following terms are used:

**Data:** Refers to all information submitted to Rocky Road Resilience Ltd through the Website. It encompasses data according to Data Protection Laws.

**Data Protection Laws:** Encompasses laws related to processing personal Data such as the GDPR and national implementing laws.

**GDPR:** General Data Protection Regulation (EU) 2016/679.

**Rocky Road Resilience Ltd, We, or Us:** Refers to the company **Rocky Road Resilience Ltd** headquartered at **Suite 380, Martinique House, Hampshire Road, Bordon, Hampshire, GU35 0HJ**.

**UK and EU Cookie Law:** Comprises the Privacy and Electronic Communications Regulations 2003 as amended by subsequent regulations.

**Website:** Refers to the current website being used, [www.rockyroadresilience.com](http://www.rockyroadresilience.com) and its sub-domains unless explicitly excluded by their own terms and conditions.

**User or you:** Denotes any third party accessing the Website who is not employed by Rocky Road Resilience Ltd or providing services to the company.

"Singular" and "plural" are interchangeable, as are references to sub-clauses, clauses, schedules, or appendices within this policy. The term "user" encompasses firms, companies, government entities, trusts, and partnerships. The use of "including" implies "including without limitation," and any mention of a statutory provision includes potential modifications or amendments.

Headings and sub-headings do not influence the interpretation of this privacy policy.

We may collect personal information such as your name, email address, postal address, phone number, and other relevant information when you visit the Website or utilise our services. This data may be collected through forms you fill out on the Website, through communications you have with us, or through cookies and similar technologies used on the Website. We do not collect sensitive personal information such as racial or ethnic origin, political opinions, religious beliefs, trade union membership, or genetic information.



## Use of Personal Data

We may use the personal data collected for various purposes such as responding to your inquiries, providing services, improving the Website, sending you marketing communications, and complying with legal requirements. We will only use your personal data for the purposes for which it was collected, unless we reasonably believe that we need to use it for another reason that is compatible with the original purpose.

## Data Security

We implement appropriate technical and organisational measures to safeguard the personal data collected and protect it against unauthorised access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, so we cannot guarantee 100% security of personal data.

## Data Retention

We will retain your personal data for as long as necessary to achieve the purposes for which this is required. We will make every effort to delete or anonymise personal data once it is no longer required.

## Third Parties

We may share your personal data with third parties such as business partners, and government authorities when necessary to provide our services or when required by law. We will not sell or rent your personal data to third parties for marketing purposes.

## Cookies

We may use cookies and similar technologies on the Website to collect information about browsing behaviour and preferences. Users can control and manage cookies through own browser settings. Note that disabling cookies can affect functionality of [www.rockyroadresilience.com](http://www.rockyroadresilience.com) Website.

## Your Rights

You have the right to request access to, correction, deletion, or restriction of your personal data. You also have the right to object to processing own personal data and to data portability. If you have any concerns about our use of your personal data, you can contact us at any time.

## Changes to this Privacy Policy

We reserve the right to modify this privacy policy at any time. If we make significant changes to how we handle your personal data, we will notify you through the Website or by other means so that you can review the changes before continuing to use our services.

Please note that this privacy policy applies solely to this Website only. It does not extend to any websites that can be accessed from this Website, including social media links that may be provided.

## Data Collected and Collection Methods:

Personal Data collected may include: name, date of birth, gender, contact information, financial information, IP address, web browser type, operating system, and interactions on the Website. Data may be collected through user input, received from other sources, or collected automatically. Methods for collecting data include contact and inquire forms, registering for services, completing surveys, making payments, and using our wider services. Data may also be received from third parties, publicly available sources, and collected automatically through cookies. This data may be used for internal record keeping, product/service improvement, marketing communications, market research, and customisation of the Website. Data may be used for direct marketing with consent.

Legal basis for processing Data is performance of a contract between the User and the company.



## Personal information collected

The personal Data we may collect includes:

- Your name
- Your contact information, such as email address, phone number, and address
- Affiliation and certification registration
- Information about your use of our website, such as IP address, location, and browsing history
- Any other information you provide to us voluntarily

We may use this information for the following purposes:

- To provide the services requested
- To communicate our services, updates, or promotions
- To improve our website and services based on feedback and usage
- To comply with legal obligations, such as data protection regulations or court orders

It is important to keep your data accurate and updated. If there are any changes to your information while it is in our possession, please notify us promptly.

You have the right to access, rectify, or delete your personal Data at any time. You can also object to or restrict the processing of your Data, or request a copy of the Data we hold about you. Please contact us, using the [support@rockyroadresilience.com](mailto:support@rockyroadresilience.com) email to exercise your rights.

## User Data Rights

You are entitled to the following rights concerning your data:

- **Right to access:** You can request copies of the information we have on file for you, as well as ask for modifications, updates, or deletion, unless your request is deemed "manifestly unfounded or excessive." We may decline the request if legally allowed, and must provide justification for refusal.
- **Right to rectify:** You have the right to request corrections to inaccurate data.
- **Right to be forgotten:** You can ask for the deletion or removal of your data from our databases.
- **Right to restrict data processing:** You can limit or block our use of your data.
- **Right to data portability:** You can request to transfer your data to another organisation.
- **Right to object:** You have the right to object to our use of your data, especially for our legitimate interests.

If you wish to make inquiries, exercise your rights, or withdraw consent for data processing, please contact us at [support@rockyroadresilience.com](mailto:support@rockyroadresilience.com)

If you are unsatisfied with how we manage your data, you can escalate your concern to the relevant data protection authority. Providing a reasonable attempt has been made to address concerns with the company. The data protection authority in the U.K. is the Information Commissioner's Office (ICO).

Contact details can be found on their website: <https://ico.org.uk/>

At times, this website may include links to other websites. We are not responsible for the content on these external websites as they are beyond our control. Our privacy policy does not apply to your use of these external sites. It is recommended to review the privacy policy or statement of these websites before accessing them.



Rocky Road Resilience Ltd reserves the right to possibly expand or shrink our business which may result in the sale or transfer of ownership or control of the company or specific solutions. If relevant, user data will be included in this transfer and the new owner or controlling party will be granted permission, as per the privacy policy, to utilise the data for its intended purposes.

In the event of a possible sale of our business or a portion of it rest assured, we will take necessary measures to protect your privacy and keep you informed about any alterations in ownership or control of your data.

