



Industrial Cleaning Equipment Sales, Hire & Service

Privacy & Cookies Policy

Rokserv Ltd

Rokserv Ltd

Company No: 07039004
Registered Office: Unit 39 Gerards Park College Street St Helens WA10 1FZ
ICO Registration No: ZB355846

Effective Date: 12 December 2025

Review Date: 11 December 2026

1. Who We Are

Rokserv Ltd provides industrial cleaning equipment hire, sales and servicing within the United Kingdom.

We are committed to protecting your personal data and processing it responsibly and transparently in accordance with UK GDPR and the Data Protection Act 2018.

2. What Personal Data We Collect

Depending on how you interact with us, we may collect:

- Name
- Business name
- Job title
- Address
- Telephone number
- Email address
- Customer and supplier account details
- Enquiry information submitted via our website

We do not collect sensitive personal data through our website.

We do not store customer payment card details.

3. How We Use Your Data

We process personal data to:

- Respond to enquiries
- Provide equipment hire, servicing and sales
- Administer customer and supplier accounts
- Meet legal and HMRC obligations

- Send marketing communications where consent has been provided

Our lawful bases for processing include:

- Performance of a contract
- Legal obligation
- Legitimate interests
- Consent (for marketing emails)

4. How We Store and Protect Data

We use secure, cloud-based business systems, including:

- Microsoft 365
- Sage Cloud accounting software
- Mailchimp (for email communications)

Access to personal data is restricted to authorised personnel only.

Payments are processed via secure third-party payment providers using payment links. Rokserv Ltd does not process or store card payment details.

5. Marketing Communications

If you choose to receive marketing communications from us, your name and email address will be processed using Mailchimp.

You may unsubscribe at any time using the link provided in our emails.

Mailchimp may process data outside the UK under recognised data transfer safeguards.

We do not send unsolicited marketing communications.

6. Cookies

Our website uses cookies to ensure functionality and to support limited online advertising activity.

What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites operate efficiently and provide information about website usage.

Cookies We Use

Essential Cookies

These are required for the operation of our website.

Advertising Cookies

We use Google Ads to promote our services. Google Ads may use cookies to measure advert performance and conversions. These cookies help us understand the effectiveness of our advertising.

We do not use intrusive behavioural profiling or advanced tracking technologies.

You can control cookies through your browser settings.

7. Data Retention

We retain personal data only for as long as necessary to:

- Fulfil contractual obligations
- Comply with legal requirements
- Maintain accurate business records

Financial records are retained in line with HMRC requirements.

8. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure where applicable
- Object to processing
- Request restriction of processing
- Lodge a complaint with the Information Commissioner's Office

Requests can be made by emailing:

info@rokserv.com

9. Updates to This Policy

We may update this policy periodically. The latest version will always be available on our website.