



Privacy Policy

1. Introduction

Welcome to Unbloc Drainage Engineers Ltd and Drain Services Ltd. We are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.unblocdrainservices.com use our services, or interact with us in any other way. Please read this policy carefully to understand our views and practices regarding your personal data and how we will treat it.

2. Information We Collect

We may collect and process the following types of information:

- **Personal Data:** Information that can be used to identify you as an individual, such as your name, email address, phone number, postal address, and payment information.
- **Technical Data:** Information about your device and how you interact with our website, such as your IP address, browser type, time zone setting, location data, operating system, and platform.
- **Usage Data:** Information about how you use our website, products, and services, including page views, clicks, and other interaction data.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.

3. How We Use Your Information

We use the information we collect in the following ways:

- **To Provide and Improve Our Services:** We use your data to deliver our services, process transactions, and manage your account.
- **To Communicate with You:** We may use your contact information to send you updates, newsletters, or promotional materials, and to respond to your inquiries.
- **To Analyse and Enhance Our Website:** We use technical and usage data to understand how our website is used and to improve its functionality.
- **For Marketing Purposes:** We may use your information to tailor our marketing efforts, including personalized ads and promotions.
- **To Comply with Legal Obligations:** We may process your data to comply with applicable laws, regulations, and legal processes.

4. How We Share Your Information

We do not sell, trade, or otherwise transfer your personal data to third parties, except in the following circumstances:

- **Service Providers:** We may share your data with third-party service providers who assist us in operating our website, conducting our business, or servicing you, provided that these parties agree to keep this information confidential.
- **Legal Compliance:** We may disclose your information if required to do so by law or in response to valid requests by public authorities.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.
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5. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our site. For more information about the cookies, we use and how to manage them, please refer to our Cookie Policy below.

6. Data Security

We take reasonable steps to protect your information from unauthorized access, alteration, disclosure, or destruction. However, please be aware that no method of transmission over the internet or method of electronic storage is 100% secure.

7. Your Rights

Depending on your location, you may have the following rights regarding your personal data:

- **Access:** The right to request access to the personal data we hold about you.
- **Correction:** The right to request that we correct any inaccurate or incomplete information.
- **Deletion:** The right to request that we delete your personal data, under certain conditions.
- **Objection:** The right to object to the processing of your personal data, under certain conditions.
- **Data Portability:** The right to request that we transfer your data to another organization or directly to you, under certain conditions.

To exercise any of these rights, please contact us using the information provided below.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or the content of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page. Please review this policy periodically for any updates.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

Dated: 30.08.2024

Signed by: Managing Director



Unbloc Drainage Engineers & Drain Services
Frimley, GU16 7AL

groupHSEQ@unblocdrainservices.com & groupHR@unblocdrainservices.com
0330 0251111

Cookies Notice/Policy

1. Introduction

This Cookies Notice explains how Unbloc Engineers Limited & Drain Services Limited uses cookies and similar technologies on our website [www.unblocdrainservices.com] By using the Website, you consent to the use of cookies as outlined in this policy.

2. What are Cookies?

Cookies are small text files that are stored on your device (computer, smartphone, tablet) when you visit a website. Cookies allow the website to recognize your device and store certain information about your preferences or past actions.

3. Types of Cookies We Use

3.1. Essential Cookies

These cookies are necessary for the operation of our website. They enable core functionalities such as security, network management, and accessibility. You cannot opt-out of these cookies because the Website cannot function properly without them.

3.2. Performance Cookies

These cookies collect information about how you use our website, such as which pages you visit and if you experience any errors. The information collected is used to improve how the Website works. All information these cookies collect is aggregated and therefore anonymous.

3.3. Functionality Cookies

Functionality cookies allow the Website to remember choices you make (such as your username, language, or the region you are in) and provide enhanced, more personalized features.

3.4. Targeting/Advertising Cookies

These cookies are used to deliver advertisements that are relevant to you and your interests. They remember that you have visited our website, and this information may be shared with third parties, such as advertisers. Targeting cookies may be linked to site functionality provided by the third parties.

3.5. Third-Party Cookies

In some cases, we use cookies provided by trusted third parties. For example, we use Google Analytics for tracking engagement. These third-party services may also collect information regarding your interaction with the Website.

4. How We Use Cookies

We use cookies for several reasons, including:

- To make our website function properly.
- To remember your preferences and settings.
- To understand how our website is performing.
- To deliver relevant advertising to you.

5. Managing Cookies

You can control and manage cookies in various ways. Most browsers allow you to refuse or accept cookies, manage cookie settings, and delete cookies at any time. However, disabling cookies may affect your ability to use certain parts of our website.

5.1. Browser Settings

You can manage your cookie settings through your web browser settings. Here's how you can do it in some common browsers:

- **Google Chrome:** <https://support.google.com/chrome/?hl=en-GB#topic=7439538>
- **Mozilla Firefox:** <https://support.mozilla.org/en-US/>
- **Safari:** <https://support.apple.com/en-gb/safari>
- **Microsoft Edge:** <https://support.microsoft.com/en-gb/microsoft-edge>

5.2. Opt-Out Mechanisms

You can also manage cookies via opt-out mechanisms provided by third parties:

- **Google Analytics:** <https://support.google.com/analytics/answer/181881?hl=en>

6. Changes to This Cookies Notice

We may update this Cookies Notice from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to periodically review this page for the latest information on our cookie practices.

7. Contact Us

If you have any questions about our use of cookies or this Cookies Notice, please contact us at:

- Email: groupHSEQ@unblocdrainservices.com & groupHR@unblocdrainservices.com
- Address: Unit 4, Lyon Way, Camberley, GU16 7AL

Consent

By continuing to use our website, you consent to the use of cookies as described in this Cookies Notice.

Dated: 30.08.2024

Signed by: Managing Director