

Privacy Policy

08/04/2026

Purpose

This is the privacy statement of the Tudor Griffiths Group (“we”, “us” or “our”). We are committed to protecting and respecting your privacy.

This policy explains how we collect, use and protect personal data and applies to information held electronically and in paper form.

If you have any questions about this policy or how we use personal data, please contact:

Carla Jackson
Data Controller
Tudor Griffiths Group
Wood Lane
Ellesmere
Shropshire
SY12 0HY

Email: enquiries@tggroup.co.uk

Telephone: 01691 626262

How we comply with data protection law

When we process personal data, we comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable data protection legislation.

What personal information we collect

The personal data we collect will depend on how you interact with us and the services we provide. This may include (the list is non-exhaustive):

- Contact details such as name, address, email address and telephone number
- Date of birth where required
- Financial and billing information
- Information relevant to contracts or services we provide
- Recruitment information where you apply for a role with us
- Website usage information, including IP addresses

Where we collect personal information from

We collect personal data from a number of sources, including:

- Direct contact at our offices, by telephone, email or post
- Our website, including enquiries, forms and applications
- Marketing events, surveys and feedback
- Third parties where appropriate and lawful

Why we process personal data and our lawful basis

We process personal data for the following purposes and under the lawful bases set out below:

- To supply goods and services, and to manage our contractual relationship with you – contract
- To comply with legal and regulatory obligations – legal obligation
- To manage and operate our business effectively – legitimate interests
- To communicate with you about services, updates and events – legitimate interests or consent
- To send marketing communications where you have agreed to receive them – consent

Where we rely on consent, you may withdraw that consent at any time.

Who we share personal data with

Access to personal data is limited to staff who need it to perform their role.

We may share personal data with trusted third parties where necessary, including:

- IT and software providers
- Website hosting and communication providers
- Professional advisers
- Regulators or authorities where required by law

Where personal data is shared, appropriate safeguards are in place to protect it.

How long we retain your personal data

We retain personal data only for as long as necessary for the purposes for which it was collected and to meet our legal and regulatory obligations.

Where personal data is collected for marketing purposes, it will be retained until you withdraw consent or ask to be removed.

Your rights

You have rights under UK GDPR in relation to your personal data, including the right to:

- Access your personal data
- Correct inaccurate or incomplete data
- Request erasure of data in certain circumstances

- Object to processing, including direct marketing
- Restrict processing in certain circumstances
- Request data portability

Subject access requests are normally provided free of charge and will be responded to within one month unless the request is complex or numerous.

You may exercise any of these rights by contacting the Data Controller using the details above.

Using our website and cookies

Our website uses cookies to distinguish you from other users, improve your experience and help us understand how the website is used.

We use a cookie consent tool provided by Termly, which displays a pop-up when you first visit the website or if you have not set your preferences. You can choose which categories of cookies you accept and can amend those preferences at any time.

- The cookies used on our website fall into the following categories:
- Essential cookies – required for the website to function
- Performance cookies – used to improve how the website works
- Analytics cookies – used to understand how visitors use the website
- Advertising cookies – used in connection with video and advertising services
- Social media cookies – used where social media content is displayed

We use Google Analytics 4 to collect anonymised information about website usage. IP anonymisation is enabled by default.

Some content on our website is provided by third parties, including social media platforms. Social media content, such as our Facebook feed, will only load if you have accepted the relevant cookies.

Further information about cookies and your preferences can be found via the cookie settings on our website.

Social media

Any social media posts or comments you send to us via third-party platforms (such as Facebook, LinkedIn or similar services) will be subject to the terms and privacy policies of those platforms. We do not control how personal data is processed by those platforms.

Changes to this Privacy Policy

We keep this policy under regular review and will publish any updates on our website.

Complaints

We aim to resolve any concerns about how we handle personal data directly and encourage you to contact us in the first instance.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), which is the UK supervisory authority for data protection matters:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

<https://ico.org.uk/concerns>