

Sebplus LTD

Privacy Policy (UK GDPR & Data Protection Act 2018)

Sebplus LTD ("Sebplus", "we", "us", or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our website, requesting a quotation, or receiving our services, you agree to the practices described in this policy.

1. Who We Are

Sebplus LTD is the data controller of your personal information.

Company name: Sebplus LTD

Registered in: England and Wales

Registered office: Unit B17, Alison Business Centre, Alison Crescent, Sheffield S2 1AS

Contact email: info@sebplus.co.uk

Telephone: 07527628000

2. Information We Collect

We may collect the following types of personal information when you visit our website, request a quotation, or use our services:

- Personal Identification Information: Your full name, email address, phone number, billing address, service site address, and any details you provide in connection with a quotation, contract, or service request.
- Usage Data: Technical information such as your IP address, browser type, operating system, referring/exit pages, and the dates and times of your visits.
- Cookies and Tracking Technologies: We use cookies and similar technologies to improve user experience, analyse website traffic, and help our website function.

3. How We Use Your Information

We will only use your personal information where we have a lawful basis under UK GDPR.

Purposes and lawful bases include:

- To provide quotations, deliver services, and manage contracts – Contract
- To send service updates, respond to enquiries, and provide customer support – Legitimate Interests
- To send optional marketing communications – Consent (where required)
- To comply with legal and tax obligations – Legal Obligation
- To improve our website, services, and customer experience – Legitimate Interests

4. Data Sharing and Disclosure

We do not sell or rent your personal information. We may share your data only in these circumstances:

- Service Providers: Trusted third-party service providers who help us operate our business, store data, process payments, or communicate with clients. These include (but are not limited to):

- Microsoft OneDrive and Dropbox – cloud storage and backup
- QuickBooks Online – accounting and invoicing
- Wix.com – website hosting and contact forms
- Google Services – Gmail, Google Calendar, Google Drive, analytics tools
- WhatsApp – client communication
- Stripe – online payments and card payment processing
- GoCardless – Direct Debit and recurring payment collection

These providers act as our data processors and are bound by contracts requiring them to protect your data in compliance with UK GDPR.

- Legal Requirements: Where disclosure is required to comply with law, court orders, or to protect our legal rights.
- Business Transfers: If Sebplus undergoes a merger, acquisition, or asset sale, your data may be transferred to the new entity under the same protections.

5. International Data Transfers

Some of the third-party service providers listed above may store or process data outside the United Kingdom.

Where this occurs, we ensure that appropriate safeguards—such as UK adequacy regulations or UK-approved Standard Contractual Clauses—are in place to protect your personal data.

6. Data Retention

We keep personal data only as long as necessary to fulfil the purposes for which it was collected, including to meet legal, accounting, or reporting requirements.

- Financial records are retained for six (6) years as required by UK tax law.
- Contact details for quotations or service enquiries are generally kept for up to 12 months after the enquiry unless a contract is formed.

7. Your Rights

Under UK GDPR you have the following rights:

- Access: Request a copy of the personal data we hold about you.
- Rectification: Request correction of inaccurate or incomplete data.
- Erasure: Request deletion of your data where there is no legal reason for us to keep it.
- Restriction: Ask us to limit how we process your data in certain circumstances.
- Data Portability: Request transfer of your data to another service provider.
- Objection: Object to processing based on legitimate interests or to direct marketing at any time.
- Withdraw Consent: Where we rely on consent (e.g. marketing emails), you can withdraw it at any time.

To exercise these rights, contact us at info@sebplus.co.uk.

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

www.ico.org.uk | Tel: 0303 123 1113.

8. Cookies

Our website uses cookies to make it easier to use and to help us understand traffic.

- Essential cookies are required for the site to function and do not require consent.
- Analytics/marketing cookies are used only with your consent, which is requested through a cookie banner when you visit our site.

9. Data Security

We use appropriate technical and organisational measures to protect your personal information from unauthorised access, loss, misuse, or disclosure.

Despite these safeguards, no method of electronic transmission or storage is 100% secure.

We cannot guarantee absolute security but will notify you and the ICO of any data breach where legally required.

10. Children's Privacy

Our services are not directed to individuals under 18 years old.

We do not knowingly collect personal data from anyone under 18. If we discover that we have collected such data, we will delete it promptly.

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in law or our business practices.

Any updates will be posted on our website with a new "Effective Date." Please review this page periodically to stay informed.

Contact:

If you have questions about this Privacy Policy or our data practices, please contact:

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