

Effective Date: 17th September 2025

Safe Dig Utilities Ltd ("we", "us") and associated companies respects your privacy and is committed to protecting your personal data. This Privacy Notice explains what we collect via our website, how we use it, and your rights.

1. Who we are (Controller)

Controller: Safe Dig Utilities Ltd

Registered office / postal address: Unit 7, Lakeside Business Village, Chafford Hundred, RM16 6EW

Privacy contact: Business Compliance Director – compliance@sdutelecoms.com

2. What we collect

- **Information you provide** (via our contact form): name, job title, email address, telephone number, and any details you add in your message.
- **Technical data** (when you browse): IP address, device/browser details, pages viewed, time on page, and similar diagnostic information.
- **Cookies:** we use essential cookies (to make the site work), and, subject to your choices, functional and analytical cookies (to improve the site).

3. How we use your data

- To respond to your enquiry and manage our relationship with you.
- To operate and improve our website (e.g. understanding which pages are useful).
- To meet legal and regulatory obligations (e.g. security, record-keeping).

We do not sell your data or share it with third parties for their marketing.

4. Our lawful bases

Contact form:

- Contract: to take steps at your request prior to entering into a contract or to perform a contract.
- Legitimate interests: to respond to and manage business enquiries efficiently.

Cookies:

- Essential cookies: necessary for the service – no consent required.
- Functional and analytical cookies: consent (only set if you opt in; you can withdraw at any time).

5. If you don't provide data

If you do not provide the contact details requested in the form, we may be unable to respond to your enquiry.

6. How long we keep data

- **Enquiry data:** up to 12 months after our last contact, unless a business relationship begins (then we keep it per our internal retention rules).
- **Cookie/analytics data:** kept only as long as needed for the stated purposes and in line with your consent choices.

Data is securely deleted or anonymised at the end of these periods.

7. Sharing your data

We may share personal data with trusted service providers under contract, and with regulators or authorities where required by law. We do not allow our providers to use your data for their own purposes.

8. International transfers

We host our website in the UK. If we later use services that process data outside the UK, we will ensure appropriate safeguards (e.g. the UK Addendum to Standard Contractual Clauses or adequacy decisions) are in place before any transfer.

9. Your rights

You can:

- request access to your personal data;
- ask us to correct inaccuracies;
- ask us to delete your data in certain cases;
- object to or restrict processing;
- request portability (where applicable); and
- withdraw cookie consent at any time.

To exercise your rights, email compliance@sdutelecoms.com. You also have the right to complain to the Information Commissioner's Office (ICO) if you are unhappy with how we handle your data: <https://ico.org.uk>.

10. Cookies (and how to change your mind)

- We always set essential cookies so the site works.
- We will only set functional and analytical cookies if you accept them via our banner or "Manage cookies" link.
- You can change or withdraw consent at any time by selecting "Manage cookies" in the site footer.

(If we change the types of cookies we use, for example, if we introduce marketing/advertising cookies, we will update this Notice and ask for consent where required.)

11. Children

Our website is aimed at business users and is not intended for children. We do not knowingly collect children's data via this site.

12. Updates to this Notice

We may update this Notice to reflect changes in law or how we operate. The latest version will always appear on this page, with the "Revision Date" at the bottom.

Terms of Use

This Privacy Notice is provided for information purposes only. It explains how we collect and use personal data via this website and outlines the rights available to individuals under UK data protection law.

This Notice does not form part of any contract and does not create contractual rights or obligations between us and any party. We may update this Notice from time to time to reflect changes in law or in how we operate; the most recent version will always apply.

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