



Privacy Policy Hydro Road Ltd

Last Updated: March 2026

1. Introduction

This Privacy Policy explains how **Hydro Road Ltd** collects, uses, stores, and protects personal data when you visit our website or engage with our services.

We are committed to protecting your personal information and handling it responsibly in accordance with the UK General Data Protection Regulation, the General Data Protection Regulation, and the Data Protection Act 2018.

2. Who We Are

Company Name: Hydro Road Ltd

Registered Office: Temperance House, 22 High Street, Burnham on Crouch, Essex CM0 8AA

Email: support@hydro-road.com

Company Registration Number: 14576062

For the purposes of data protection law, Hydro Road Ltd acts as the **data controller** of your personal data.

3. What Information We Collect

We may collect and process the following types of information.

A. Information You Provide Directly

- Name
- Company name
- Job title
- Email address
- Telephone number
- Project information submitted via enquiry forms
- Any information you voluntarily provide in correspondence

B. Website Usage Information

When you visit our website, we may automatically collect:

- IP address

Hydro Road Limited

Temperance House, 22 High Street, Burnham on Crouch, Essex CM0 8AA

Email: suport@hydro-road.com



- Browser type and version
- Pages visited
- Time and date of visit
- Referring website
- This information may be collected through cookies and analytics tools.

4. How We Use Your Information

We process personal data for the following purposes:

- Responding to enquiries and requests
- Providing technical information about our products and services
- Managing business relationships
- Assessing project suitability
- Improving website functionality and performance
- Complying with legal and regulatory obligations
- We do not sell personal data to third parties.

5. Legal Basis for Processing

Under applicable data protection law, including the General Data Protection Regulation and the UK General Data Protection Regulation, we rely on the following lawful bases:

- **Legitimate interests** – responding to enquiries and maintaining business communications
- **Contractual necessity** – where discussions relate to potential commercial agreements
- **Legal obligation** – where required by law or regulatory authorities
- **Consent** – where you opt in to receive updates or marketing communications

6. Data Sharing

We may share personal data with:

- Professional advisers (legal, financial, or technical consultants)
- Service providers supporting website hosting or IT infrastructure
- Analytics providers assisting us in understanding website usage
- Government bodies or regulators where required by law
- Where third-party service providers process personal data on our behalf, they do so as **data Processors** under contractual safeguards requiring them to protect personal data.

7. International Data Transfers

Personal data is primarily processed within the United Kingdom and the European Economic Area (EEA).



Where data is transferred outside these regions, we ensure appropriate safeguards are in place consistent with applicable data protection laws.

8. Data Retention

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

- Respond to enquiries
- Maintain business records
- Meet legal or regulatory obligations
- Enquiry information is typically retained for **up to five years** unless a longer retention period is required for contractual or legal reasons.

9. Data Security

We implement appropriate **technical and organisational measures** designed to protect personal data against:

- unauthorised access
- loss
- misuse
- alteration
- disclosure
- However, no method of online transmission or electronic storage can be guaranteed to be completely secure.

10. Your Rights

Under applicable data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your personal data where appropriate
- Object to processing
- Request restriction of processing
- Withdraw consent where processing is based on consent
- Requests can be made by contacting:
 - **support@hydro-road.com**
- You also have the right to lodge a complaint with the UK supervisory authority, the Information Commissioner's Office.

11. Cookies

Our website may use cookies and similar technologies to:



- Ensure the website functions properly
- Analyse website traffic and usage
- Improve user experience
- Where cookies are not strictly necessary for the operation of the website, we will request user consent before placing them on your device.
- Further information about cookies used on this website is provided in our **Cookie Policy**.

12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect legal or operational changes. The most current version will always be available on our website.

13. Contact

If you have any questions regarding this Privacy Policy or how we handle personal data, please contact:

Hydro Road Ltd

Temperance House
22 High Street
Burnham on Crouch
Essex CM0 8AA

Email: support@hydro-road.com