

Roupell Street Privacy Notice

Last updated: 08/06/2026

This Privacy Notice explains how Roupell Street collects, uses, and protects personal information when you use our website or contact us.

1. Who we are

This website is operated by **Roupell Street**.

For privacy questions, please contact us at:

Email: ryan@roupellstreet.co.uk

Business address: Unit 19 IO Centre, 57a Croydon Rd, Croydon CR0 4WQ

2. What information we collect

We may collect personal information when you:

- contact us through the website;
- email us directly;
- submit an enquiry;
- interact with us about our services.

The information we collect may include:

- your name;
- your email address;
- your phone number, if provided;
- your company name, if provided;
- details of your enquiry;
- any other information you choose to send to us.

Our website may also collect basic technical information, such as your IP address, browser type, device information, and website usage data, depending on how the website is set up.

3. How we use your information

We use personal information to:

- respond to enquiries;
- communicate with potential clients, collaborators, and suppliers;

- provide information about our services;
- manage business relationships;
- improve our website and services;
- keep appropriate business records;
- comply with legal obligations.

4. Our lawful basis for using your information

We use personal information where we have a lawful basis to do so. This may include:

- **Consent**, where you have clearly agreed to a particular use;
- **Contract**, where we need the information to take steps before entering into a contract or to perform a contract;
- **Legitimate interests**, where we use information to operate and promote our business, respond to enquiries, and manage relationships, provided your rights do not override those interests;
- **Legal obligation**, where we need to keep or share information to comply with the law.

5. Sharing your information

We do not sell your personal information.

We may share personal information with trusted service providers who help us operate our website, email systems, business administration, or professional services. These may include website hosting providers, email providers, IT support, accountants, legal advisers, or similar suppliers.

We only share information where necessary and appropriate.

6. How long we keep your information

We keep personal information only for as long as necessary for the purpose it was collected.

Enquiry information may be kept for a reasonable period so we can respond properly, manage potential business relationships, and maintain business records.

Where we are required to keep information for legal, tax, accounting, or contractual reasons, we may retain it for longer.

7. Cookies and analytics

Our website may use cookies or similar technologies.

Cookies are small files placed on your device to help the website work properly, understand how visitors use the site, or improve performance.

If we use non-essential cookies, such as analytics or marketing cookies, we will explain this clearly and, where required, ask for your consent before placing them.

You can also control cookies through your browser settings.

8. International transfers

Some website, hosting, email, or analytics providers may process information outside the UK.

Where this happens, we will take appropriate steps to ensure your personal information is protected in line with applicable data protection laws.

9. Your rights

Depending on the circumstances, you may have the right to:

- ask for a copy of the personal information we hold about you;
- ask us to correct inaccurate information;
- ask us to delete your information;
- object to certain uses of your information;
- ask us to restrict how we use your information;
- withdraw consent where we rely on consent;
- complain to the UK Information Commissioner's Office.

To exercise your rights, please contact us at ryan@roupellstreet.co.uk.

10. Complaints

If you are unhappy with how we handle your personal information, please contact us first so we can try to resolve the issue.

You also have the right to complain to the UK Information Commissioner's Office at ico.org.uk.

11. Changes to this Privacy Notice

We may update this Privacy Notice from time to time. The latest version will be posted on this page with the updated date shown above.