

# Privacy Policy

**Last updated: 31 December 2025**

Triora Group (“we”, “us”, or “our”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you visit or interact with our website [www.trioragroup.co.uk](http://www.trioragroup.co.uk).

This policy is written in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

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## 1. Who We Are

**Company name:** Triora Group

**Company number:** 15019888

**Registered office:**

Crown Business Park  
Govan Road  
Fenton Industrial Park  
Stoke On Trent  
England  
ST4 2RS

For any questions relating to this Privacy Policy or how we handle your personal data, please contact us using the details provided on our website.

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## 2. Personal Data We Collect

We may collect and process the following types of personal data:

- **Identity data** – such as your name
- **Contact data** – including email address, telephone number, or postal address
- **Technical data** – such as IP address, browser type, operating system, and device information
- **Usage data** – information about how you use our website
- **Enquiry data** – information you provide when submitting contact forms or communicating with us

We do not knowingly collect personal data from children.

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### 3. How We Collect Your Data

We collect personal data when:

- You complete a contact or enquiry form on our website
  - You contact us by email, phone, or other direct communication
  - You browse our website (via cookies and similar technologies)
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### 4. How We Use Your Personal Data

We use your personal data to:

- Respond to enquiries and communications
  - Provide information about our services
  - Manage and improve our website
  - Monitor website performance and usage
  - Comply with legal and regulatory obligations
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### 5. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- **Consent** – where you have given clear permission
  - **Contract** – where processing is necessary to perform a contract or take steps at your request
  - **Legal obligation** – where processing is required by law
  - **Legitimate interests** – where processing is necessary for our business interests and does not override your rights
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### 6. Cookies

Our website uses cookies to enhance user experience and analyse website performance.

Cookies may be used to:

- Understand how visitors use our website
- Improve website functionality
- Remember user preferences

You can control or disable cookies through your browser settings. Further details may be provided in a separate Cookie Policy.

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## 7. Sharing Your Data

We do not sell, rent, or trade your personal data.

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

- Website hosting and IT service providers
- Analytics providers
- Professional advisers such as legal or accounting services

All third parties are required to handle your data securely and in accordance with data protection law.

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## 8. Data Storage and Security

We take appropriate technical and organisational measures to safeguard your personal data against unauthorised access, loss, misuse, alteration, or disclosure.

Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected or to comply with legal obligations.

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## 9. Your Data Protection Rights

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

- Access your personal data
- Request correction of inaccurate or incomplete data
- Request deletion of your personal data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time (where consent is the lawful basis)

To exercise any of these rights, please contact us using the details on our website.

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## 10. Complaints

If you believe your data has been handled incorrectly, you have the right to complain to the **Information Commissioner's Office (ICO)**:

**Website:** <https://www.ico.org.uk>

**Telephone:** 0303 123 1113

We would welcome the opportunity to resolve your concerns before you contact the ICO.

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## **11. Changes to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the “Last updated” date will be revised accordingly.