

Website Privacy Notice

1. About Us

This Website is operated by Bamboo Connect Ltd, a company incorporated in England and Wales.
Registered office: Bamboo House, Unit 11. IO Centre, Lea Road, Waltham Abbey, Hertfordshire EN9 1AS, UK
Company number: 6932822
VAT number: GB978079949

References to “Bamboo”, “we”, “us” or “our” mean Bamboo Connect Ltd.

Bamboo Connect Ltd is the data controller for personal data collected through this website.

2. What this Privacy Notice covers

This Privacy Notice explains how we collect, use, store, and protect personal data when you:

- Visit our website
- Contact us via online forms or email
- Engage with us as a business contact, client, supplier, or partner
- Receive communications from us

This notice applies only to personal data collected via this website or related communications. It does not replace contractual privacy terms agreed separately with clients, suppliers, or employees.

3. Personal data we collect

We may collect the following categories of personal data:

Information you provide to us

- Name
- Job title
- Company name
- Email address
- Telephone number
- Information you submit via contact or enquiry forms

Information collected automatically

- IP address
- Browser type and version
- Device and operating system information
- Pages visited and time spent on the website

This information is collected using cookies and similar technologies. Please see our Cookie Policy for further details.

4. How we use your personal data

We use personal data for the following purposes:

- To respond to enquiries or requests submitted via the website
- To provide information about our services where requested
- To manage and improve website functionality and security
- To administer business relationships with clients, suppliers, and partners
- To comply with legal and regulatory obligations

We do not use website data to make automated decisions about individuals.

5. Lawful basis for processing

Under UK GDPR, we rely on the following lawful bases:

- Legitimate interests – to operate and secure our website, respond to enquiries, and manage business relationships
- Contract – where processing is necessary to take steps at your request or perform a contract
- Legal obligation – where required to comply with applicable laws and regulations
- Consent – where required (for example, non-essential cookies or marketing communications)

You may withdraw consent at any time where consent is the lawful basis.

6. Marketing communications

We may send limited B2B communications relating to our services where permitted by law.

You can opt out of marketing communications at any time by:

- Using the unsubscribe link in emails, or
- Contacting us using the details below

We do not sell personal data to third parties.

7. Cookies and analytics

Our website uses cookies and similar technologies to:

- Ensure website functionality
- Improve user experience
- Analyse website performance

Full details of cookies used, their purpose, and how to manage preferences (including consent settings) are set out in our Cookie Policy.

8. Sharing personal data

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

- IT and website service providers
- Professional advisers (legal, financial, compliance)
- Logistics, service, or operational partners where relevant

All third parties are required to protect personal data and use it only for agreed purposes.

We may also disclose personal data where required by law or to protect our legal rights.

9. International data transfers

Where personal data is transferred outside the UK, we ensure appropriate safeguards are in place, such as contractual protections approved under UK GDPR.

10. How long do we keep personal data

We retain personal data only for as long as necessary for the purposes for which it was collected, including:

- Enquiry and correspondence records – typically up to 3 years
- Transactional or contractual records – up to 7 years for legal and tax purposes

Data is securely deleted or anonymised once retention periods expire.

11. Your data protection rights

Under UK GDPR, you have the right to:

- Be informed about how your data is used
- Access your personal data

- Request correction of inaccurate data
- Request erasure of your data (where applicable)
- Restrict or object to processing
- Request data portability
- Object to direct marketing
- Raise a complaint with the Information Commissioner's Office (ICO)

12. How to contact us

To exercise your rights or ask questions about this Privacy Notice, please contact:

Data Protection Officer

Email: dpo@bambooconnect.com

General enquiries: info@bambooconnect.com

13. Changes to this Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be published on our website.

Last updated: 16 January 2026

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