



KOSTER CONTRACTORS

Agricultural, Equestrian & Landscaping Services

Koster Contractors Ltd Privacy Policy

1. Introduction

Koster Contractors Ltd respects your privacy and is committed to protecting your personal data. This privacy policy explains how we collect, use, disclose, and safeguard your information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018

2. Who we are

Koster Contractors Ltd is the Data Controller of this Website

If you have any questions about how we process your personal data, or would like to exercise your data subject rights, we can be contacted at:

Koster Contractors Ltd

Registered Office:
Standlake Equestrian Centre
Downs Road
Standlake
Witney
Oxfordshire
OX29 7UH

Company Registration Number: 15547157

Email: info@kostercontractors.co.uk

Telephone: 01865 655 850

Our Data Protection Officer (DPO) is Ollee Koster

3. Collection of Personal Data

We collect and process different types of personal data depending on your relationship with us.

a. Information You Provide Directly:

- Full name
- Email Address
- Phone Number
- Postal address
- Company name (if applicable)
- Project details and correspondence



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b. Information Collection Automatically:

- IP address and approximate location
- Browser type and version
- Device type and version
- Device type and operating system
- Pages visited, time spent on the site, and referral URLs
- Cookies and similar tracking technologies

You can control or disable cookies through your browser settings.

The table in Section 4 below provides more detail about the data that we collect for each of these purposes, the lawful basis for doing so, and the period for which we will retain each type of data.

4. Lawful Basis for Processing Data

We only process your personal data when we have a lawful basis to do so under UK GDPR.

This may include:

- Contractual fulfilment – to fulfil a contract with you or take steps before entering into one.
- Legitimate interests to operate and improve our business, provided your rights are not overridden
- Legal obligation – to comply with applicable laws and regulations.
- Consent – where you have explicitly agreed (e.g. receiving marketing communications).

The table below describes the various forms of personal data we collect and the lawful basis for processing the data. Our systems and infrastructure are set up so that all personal data is processed securely and only accessible by authorised personnel.

Information Category	Data Collection	Purpose for Collection	Lawful Basis for Processing	Data Shared With	Retention Period
Subject Matter Information	Name, Company, Name (If Applicable), Email Address, Location	To provide appropriate online or email information about product and services that	Contractual Fulfilment	Internally Only	Maximum 6 years from collection (6 months if unopened email)

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		you have requested			
Transactional Details	Name, Address, Email Address, Telephone Number, Bank Account Details (for credit accounts only)	To process purchase transactions and ensure any transaction issues can be dealt with	Contractual Performance	Internally only	Up to 60 years from completion of the project or contract
Fulfilment Data	Name, Company Name, Address, Email Address, Telephone Number	Delivery of product, project or service.	Contractual Performance	Internally and any third-party logistics or supplier with whom we contact	Up to 60 years from completion of the project or contract
Contact Details	Name, Company Name, Address, Email, Telephone Number	To communicate with you about any issues that you raise with us, or which follows from an interaction between us	Legitimate interest	Internally and Professional Advisors	Relevant Statutory Limitation Period

5. Your Rights as a Data Subject

As a data subject whose personal information we hold, you have certain rights. If you wish to exercise any of these rights, please contact us using the contact details provided above. We may require two valid forms of identification to verify your request.

Your rights include: the right to be informed, the right of access, the right to rectification, the right to erasure ('right to be forgotten'), the right to restrict processing, the right to

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data portability, and the right to object. We will respond to all legitimate requests within one month

6. How Do We Store Your Personal Data?

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered into on our site will be encrypted to ensure its safety. However, the transmission of information via the internet is not completely secure and is at your own risk.

7. Sharing Your Information

We do not sell or rent your personal data.

We may share information with:

- Subcontractors and suppliers involved in delivering your project
- Service providers (e.g. IT, hosting, accounting or payment processors)
- Regulatory authorities or law enforcement, if legally required.

8. Do We Disclose Your Data?

We use a number of third-party companies to support our services, some of which may process personal data on our behalf. All third parties comply with the UK Data Protection Act 2018 and the UK GDPR.

9. Data Breaches

We will report any unlawful data breach of this website's database or any of our third-party data processors to all relevant persons and authorities within 72 hours of the breach if personal data has been compromised.

10. How Do We Use Cookies?

Cookies are small text files placed on your computer to collect standard internet log information and visitor behaviour information. We use this information to track visitor use of the website and to compile statistical reports. Cookies do not identify individuals. You can manage cookies in your browser settings.

11. Complaints

If you believe your data has been handled improperly, please contact us first so we can resolve the issue.

If you are not satisfied with our response, you have the right to lodge a complaint with:

Information Commissioner's Office (ICO)

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

Telephone: 0303 123 1113

12. Changes To Our Privacy Policy

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We keep our privacy policy under regular review, and we will place any updates on this web page.

This privacy policy was last updated on 31st October 2025

13. Contact Us

If you have questions or concerns about this Privacy Policy or your personal data, please contact:

Ollee Koster
Data Protection Officer
Koster Contractors Ltd
Standlake Equestrian Centre
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