

Privacy Policy

Effective Date: 03/08/2026

Last Updated: 03/08/2026

Who we are and what we do

Welcome to Opratives!

We are digital construction workforce with a mission to connect Subcontractors with Self-employed Tradespeople looking for work and new opportunities. Through our platform, users can search for and connect with one another to arrange subcontracting work and build professional relationships.

Opratives provides a database where Self-employed Tradespeople can advertise themselves available for work showcasing their skills, experience, qualifications and availability. The Subcontractor is given access to the database to find themselves suitable Tradespeople within a specific area. The platform is designed to help users find suitable opportunities and establish direct working relationships.

This Privacy Policy explains how we collect, use, store, disclose and protect your personal information when you use our mobile application and related services (the "App"). By using the App, you acknowledge that your personal information will be processed in accordance with this Privacy Policy.

Who this Policy applies too

This policy will apply to Opratives Ltd, all and any employees of Opratives Ltd and any Subcontractor or Tradesperson using the App.

Information we collect

Depending on how you use the App, we may collect the following categories of information.

Personal Information

- Full name
- Email address
- Telephone number
- Home or business address
- Profile photograph (if provided)

- Username
- Account login credentials (encrypted)
- Date of birth (if required)
- Business information (for tradespeople)

Account Information

When you create an account, we collect information necessary to identify you and manage your account.

This may include:

- Account type (Subcontractor or Tradesperson)
- Account preferences
- Availability status
- Communication preferences

Tradesperson information

If you register as a tradesperson we may collect:

- Full name
- Location
- Trade categories
- CSCS Card
- Qualifications
- Insurance details
- Professional accreditations
- Licences and certifications
- Service areas
- Availability information

Subcontractor information

Subcontractors may provide:

- Full name
- Location
- Trade categories

- Preferred appointment times
- Reviews and ratings
- Bank card details for subscription
- Availability information

Device and Technical information

When you use the App, we automatically collect certain technical information about your device and your interaction with the App. This information may include:

- Device model and manufacturer.
- Operating system and version.
- App version.
- Device identifiers (such as installation or device IDs).
- IP address.
- Language and regional settings.
- Time zone.
- Network connection type.
- Diagnostic information, including crash reports, error logs and performance data.
- Push notification token (where you have enabled notifications).

We collect this information to:

- Provide and maintain the App.
- Ensure compatibility across different devices.
- Monitor and improve the performance, functionality and security of the App.
- Diagnose and resolve technical issues.
- Detect, investigate and prevent fraudulent or unauthorised activity.
- Send push notifications where you have chosen to receive them.

Lawful Basis

We process this information because it is necessary for our legitimate interests in operating, securing, improving and supporting the App. Where the processing involves optional features, such as analytics or push notifications that require your consent under applicable law, we will request your consent before collecting or using that information.

Retention

We retain technical and diagnostic information only for as long as necessary to fulfil the purposes described above, comply with our legal obligations, resolve disputes, enforce our agreements and improve the App. Diagnostic logs are periodically reviewed and securely deleted when they are no longer required.

Third-Party Services

Where we use trusted third-party providers (such as cloud hosting, analytics, crash reporting or notification services), they may process technical device information on our behalf. These providers are contractually required to protect your information and may only process it in accordance with our instructions and applicable data protection laws.

Device information

We automatically collect certain technical information about the device you use to access the App such as: Device model, Operating system and version, App version, IP address, Device identifier, Diagnostic information such as crash reports and performance data, Analytics data and a Push notification token.

Location information

With your permission, we may collect:

- Precise GPS location
- Approximate location derived from your device or IP address

Location information is used to:

- Find nearby tradespeople for subcontractors
- Display local services
- Improve search accuracy
- Prevent fraud

You may disable location permissions at any time through your device settings.

Usage information

We collect information about how you use the App, including:

- Features used
- Search history
- Pages viewed
- Time spent within the App
- Interactions with listings
- Login history

Communications

We collect communications sent through the App including:

- Customer support enquiries
- Feedback
- Survey responses

How we use your information

We use your information to:

- Create and manage your account
- Connect Subcontractors with Tradespeople
- Display relevant search results
- Provide customer support
- Improve our services
- Monitor performance
- Prevent fraud
- Maintain security
- Send service notifications
- Comply with legal obligations

Legal basis for processing

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

- Compliance with legal obligations
- Legitimate interests
- Your consent where required

Sharing your information

We may share information with:

- Tradespeople and Subcontractors you contact through the App
- Cloud hosting providers
- Analytics providers
- Customer support providers
- Professional advisers
- Law enforcement or regulators where legally required

We do not sell your personal information.

Data retention

We retain information only for as long as necessary to:

- Provide our services
- Meet legal obligations
- Resolve disputes
- Prevent fraud
- Enforce our terms

After this period, information is securely deleted or anonymised where appropriate.

Security

We use appropriate technical and organisational measures including:

- Encryption
- Secure servers
- Access controls

- Authentication procedures
- Security monitoring
- Regular security reviews

No method of transmission or storage is completely secure, but we take reasonable steps to protect your information.

Your rights

Subject to applicable law, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion
- Restrict processing
- Object to processing
- Withdraw consent where applicable
- Receive a copy of your information in a portable format
- Lodge a complaint with the Information Commissioner's Office (ICO)

International transfers

Where personal information is transferred outside the United Kingdom, we will ensure appropriate safeguards are in place in accordance with applicable data protection laws.

Childrens privacy

The App is not intended for individuals under the age of 18. We do not knowingly collect personal information from children.

Changes to this privacy policy

We may update this Privacy Policy from time to time. The latest version will always be available within the App. Where required by law, we will notify users of material changes.

Contact us

If you have questions regarding this Review Policy or wish to report a review, please contact us.

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Company: Opratives

Website: Opratives.co.uk