

BB BROTHERS LIMITED

Website Privacy Notice

How BB Brothers Limited handles personal information submitted through its website

Effective date: 14 July 2026

Website: bbbrothersltd.com

Email: info@bbbrothersltd.com

| Phone: +233 (0) 248 113 643

1. About this notice

This Privacy Notice explains how BB Brothers Limited collects, uses, protects and manages personal information when visitors use bbbrothersltd.com, send an enquiry, contact the company, or interact with website features. BB Brothers Limited is committed to processing personal data lawfully, fairly and responsibly in accordance with Ghana's Data Protection Act, 2012 (Act 843) and other applicable requirements.

2. Who is responsible for your information

For website enquiries and related business communications, BB Brothers Limited is the organisation responsible for deciding why and how personal information is used.

Organisation	BB Brothers Limited
Email	info@bbbrothersltd.com
Phone / WhatsApp	+233 (0) 248 113 643
Office address	Unit #A9/A10, Shalom Mall Block A, Abofu, Achimota, adjacent to Shell Filling Station, Free Zones, Tema, Ghana
Postal address	P.O. Box CS 8577, Community 7, Tema, Ghana
Working hours	Monday-Friday, 8:00 a.m.-4:00 p.m.

3. Information we may collect

Depending on how you use the website, we may collect:

- **Identity information** - your name and, where provided, the name of your company or organisation.
- **Contact information** - your email address, telephone number and WhatsApp number.
- **Enquiry information** - the subject and content of your message, selected business division and any documents you choose to submit.
- **Technical information** - basic device, browser, IP address and website-use information generated by hosting, security or analytics tools, where enabled.
- **Communication records** - records of emails, calls, WhatsApp messages and follow-up correspondence relating to your enquiry.

4. How we collect information

- Directly from you when you complete a contact or enquiry form.
- When you contact us by telephone, email or WhatsApp.
- Automatically through essential website, hosting, security and performance technologies.
- From an authorised representative of your organisation where they submit an enquiry on your behalf.

5. Why we use personal information

- To respond to enquiries and provide requested information.
- To prepare quotations, arrange meetings, discuss projects or manage business relationships.
- To route enquiries to the appropriate business division, including construction, procurement and supply, Grid Villas, Vitamilk or Chateau Del Rei.
- To maintain the security, reliability and performance of the website.
- To meet legal, regulatory, accounting or record-keeping obligations.
- To send company updates only where you have requested or consented to receive them.

6. Lawful and fair processing

We process personal information only where there is a legitimate and lawful reason to do so. This may include your consent, taking steps at your request before entering into a business arrangement, performing an agreement, meeting a legal obligation, or pursuing a legitimate business interest that does not unfairly override your privacy rights.

7. Cookies and analytics

The website may use essential cookies or similar technologies that are necessary for security, language preferences and normal website operation. Optional analytics or marketing tools will be used only when they are configured and, where required, after an appropriate consent choice is provided. You can manage cookies through your browser settings.

8. Sharing personal information

We may share information only where reasonably necessary with:

- Authorised BB Brothers Limited personnel who need the information to respond to your request.
- Website hosting, email, security, analytics or technical service providers acting on our instructions.
- Professional advisers, auditors or legal representatives where necessary.
- Regulators, courts, law-enforcement bodies or public authorities where disclosure is required or permitted by law.

We do not sell personal information. Service providers are expected to protect information and use it only for the agreed service.

9. International services

Some website, hosting, email or cloud service providers may process information outside Ghana. Where this occurs, BB Brothers Limited will take reasonable steps to ensure that appropriate safeguards and lawful processing arrangements apply.

10. Data security

We use reasonable administrative, technical and organisational measures intended to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. No internet transmission or storage system can be guaranteed to be completely secure, so visitors should avoid submitting unnecessary sensitive information through general website forms.

11. How long we keep information

Personal information is kept only for as long as reasonably necessary for the purpose for which it was collected, to manage a business relationship, resolve enquiries, comply with legal or accounting obligations, or establish and defend legal claims. Information that is no longer required will be securely deleted, anonymised or archived in accordance with applicable requirements.

12. Your rights

Subject to applicable law, you may request to:

- Be informed about how your personal information is used.

- Access personal information held about you.
- Correct information that is incomplete, inaccurate or outdated.
- Object to certain processing or withdraw consent where processing is based on consent.
- Request deletion or restriction where legally applicable.
- Raise a concern about the handling of your personal information.

We may need to verify your identity before acting on a request. Some rights may be limited where retention or processing is required by law or is necessary for a valid legal or business purpose.

13. Children's privacy

The website is intended for general corporate and business enquiries and is not designed to knowingly collect personal information from children. A parent or guardian who believes that a child has submitted personal information should contact us so that the matter can be reviewed.

14. External links

The website may contain links to external websites, maps, social-media services or partner platforms. BB Brothers Limited is not responsible for the privacy practices or content of third-party websites. Visitors should review the privacy notice of each external service they use.

15. Complaints and contact

Questions, requests or concerns about this Privacy Notice may be sent to BB Brothers Limited using the contact details below. You may also have the right to raise a complaint with Ghana's Data Protection Commission.

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16. Changes to this notice

This Privacy Notice may be updated to reflect changes in the website, business operations, technology or applicable requirements. The latest version will be published on the website with a revised effective date.

Implementation note: This notice should be reviewed whenever new website features, analytics tools, online forms, mailing lists, payment functions or third-party integrations are introduced.