

Privacy Policy & Cookie Policy

Greenspace Energy Conservation Limited

Privacy Statement

If you would like to see our Order Terms and Conditions - please contact us on info@gogreenspace.co.uk to be sent the most recent version. If you are a customer, your particular Terms and Conditions can be found on the back of your order form.

1. Introduction

This privacy statement lets you know what happens to any personal data you give us or any that we may collect about you. It applies to all products and services and instances where we collect your personal data.

This privacy statement applies to personal data processed by or on behalf of Greenspace Energy Conservation Limited.

Greenspace Energy Conservation Limited (Company Registration No 806069) respect an individual's right to data privacy and data protection in line with data protection legislation. By this we mean the Data Protection Act 1998 up to and including 24 May 2018 and the General Data Protection Regulation (GDPR) thereafter.

This Privacy Statement has been developed in order to advise you of how Greenspace Energy Conservation Limited will collect, store, use, share, and protect (collectively known as 'process') the personal/sensitive personal/special category information (collectively known as 'information') it comes into contact with.

If you have a written agreement with us it may contain further information about our processing of your information.

2. Changes to this notice

We may occasionally change this privacy notice to reflect changes to the law or our practices. Please regularly check this for changes whenever you visit our website: www.greenspaceconservatories.co.uk/privacy-policy.

3. Responsible Parties

We are not responsible for the data policies or procedures or the content of any other linked websites. We reserve the right to make changes to this Privacy Statement at any time and we recommend that you regularly review this Privacy Statement to ensure that you are aware of any changes and how your information may be used. We anticipate making further changes to this Privacy Statement as part of our compliance and planning for the introduction of the GDPR.

For the purposes of the data protection legislation, Greenspace Energy Conservation Limited is the Data Controller (i.e. the company who is responsible for and controls the processing of your personal data) of the information that you supply it with and on occasion this information may be shared with a third party who will act as a Data Processor to carry out a specified function on behalf of Greenspace Energy Conservation Limited.

Our Data Protection Officer is Stuart Wicling. They have no conflict of interest and are not involved in sales or marketing within the organization. Should this position ever change hands, this policy shall be updated.

If you have any requests concerning your personal data or any queries with regard to this Privacy Statement please contact us by e- mail info@gogreenspace.co.uk Or use the postal address:

Data Protection Officer
Greenspace Energy Conservation Limited
Unit 8 Crow Arch Lane Industrial Estate
Ringwood
Hampshire
BH24 1PD

We pledge to handle your personal data fairly and legally at all times, Greenspace Energy Conservation Limited is also dedicated to being transparent about what data we collect from you and how we use it.

4. How we collect your personal data

This privacy policy covers your information collected on our website at www.greenspaceconservatories.co.uk as well as through other sources listed below.

1. We collect personal data from visitors to our web site through the use of enquiry forms and every time you e-mail us your details.
2. We collect personal data at exhibitions or concession stands where customers either give their information to our representatives or fill in enquiry forms themselves.
3. We collect personal data from customers over the telephone. These can be calls made by potential customers enquiring about our products and services as well as subsequent calls made by us as a result of customer enquiries. All calls are recorded.
4. We collect personal data from customers in their homes when attending to provide quotations and assessments.
5. We collect personal data from employees in order to carry out our responsibilities as an employer.
6. We occasionally buy or rent information from third parties including names, addresses and contact information and publicly available information both to help improve our products and services and for marketing purposes. In these instances we vet suppliers' privacy policies to ensure they are compliant with GDPR.

By giving Greenspace Energy Conservation Limited your information or by using our website you are confirming that you are accepting the practices outlined in this Privacy Statement. If you do not accept the outlined practices, please do not give us any information or use our website/portals.

If you wish us to stop contacting you, you may email us at info@gogreenspace.co.uk or write to us at the postal address below:

Data Protection Officer
Greenspace Energy Conservation Limited
Unit 8, Crow Arch Lane Industrial Estate
Ringwood
Hampshire
BH24 1PD

5. How we use your data

Greenspace Energy Conservation Limited use your personal data:

1. To facilitate the sale and installation of our products as well as to obtain your customer feedback on our performance.
2. If any financial data is collected at the time of the contract, it is to facilitate a 3rd party loan agreement to service the said purchase.
3. The data is only shared with the persons who have been instructed to facilitate the contract on behalf of the company and nobody else.
4. To verify your identity
5. For internal Market Research and audit purposes in order to improve the products and services we offer.
6. We may use your personal data for electronic, postal and telephone marketing purpose to inform you of the latest promotions and products that are in offer.
7. If you make an enquiry but are not located in an area covered by Greenspace Energy Conservation Limited, we will pass on your data on to the regional vendor of the Thermotec Insulated Roofing System that operates in the area you are located in, unless explicitly requested not to at the time of your request in writing.
8. You can opt out at anytime from marketing communication by e-mailing your request to info@gogreenspace.co.uk confirming your full details and your desire to opt out and our records will be so amended.
9. We do not sell personal data collected through this site or use your personal data for any other purposes than those stated above.

6. Lawful Basis for Greenspace Energy Conservation Limited processing customer personal data

Greenspace Energy Conservation Limited is obliged to include in this statement the appropriate and relevant lawful basis for the processing of your personal data.

The purpose of Greenspace Energy Conservation Limited's processing activities have been reviewed and below is a list of the appropriate lawful basis for each processing activity.

Legitimate Interests

- Selling and supplying goods and services to customers
- Protecting customers and maintaining their safety, health and welfare
- Promoting, marketing and advertising our products and services
- Handling customer contacts, queries, complaints or disputes
- Understanding our customers behaviour, activities, preferences and needs
- To assess the performance of our products and services
- Management and audit of our business operations including accounting
- Updating your records, tracing your whereabouts to contact you about your account and doing this for recovering debt (where appropriate)
- To follow guidance and recommended best practice of government and regulatory bodies
- To carry out searches at Credit Reference Agencies pre-application, at the application stage, and periodically after that.
- To carry out monitoring and to keep records of our communications with you and our staff for market research and analysis and developing statistics
- For direct marketing communications and related profiling to help us to offer you relevant products and services, including deciding whether or not to offer you certain products and service. We will send marketing to you by SMS, email, phone, post and social media and digital channels (for example, using Facebook Custom Audiences and Google Custom Match).
- For some of our profiling and other automated decision making
- Where we need to share your personal data with people or organisations in order to run our business or comply with any legal and/or regulatory obligations

Legal Obligations

- Processing employee information for the purposes of transactions, accounting and tax.
- Processing customer information for the purposes of transactions, accounting and tax.
- Processing contractor information for the purposes of transactions, accounting and tax.
- Processing supplier information for the purposes of transactions, accounting and tax.
- To fulfil our legal duties and responsibilities under any contract signed between Greenspace Energy Conservation Limited and a customer, employee, supplier or contractor.

Consent

- For some direct marketing communications
- For some of our profiling and other automated decision making, for example, the use of cookies on our website
- For some of our processing of special categories of personal data such as about your health, if you are a vulnerable customer or some criminal records information

- When enquiries are made to us that we cannot provide our services to (due to geographic restrictions) we obtain and record consent before sharing these details with another recommended supplier.
- Where we make initial marketing calls to consumers who have taken part in online or telephone surveys, consent is gained by the data controller before being shared with us.

Public Task

- Where we are required to use personal data for the purpose of a public task, such as planning permission or building regulation applications.

7. When we share your personal data

We may share personal data only where necessary and as listed in section 6 of this policy.

8. Retention period of personal data

Your personal data is held by us based on the following criteria:

- For the duration of the guarantee in order that we can respond to any issues that you may have with our products during this period
- For as long as we are legally obliged
- For as long as we have reasonable business needs, such as managing our relationship
- Until a customer enacts their 'right to be forgotten' as per their GDPR in section 10 of this statement.

9. Cookies

Our website uses cookies and a cookie consent notice is displayed to customers upon first visiting the website.

Cookies are utilised by other advertising companies to personalise the adverts that you see when browsing online.

Adroll Group is one of these companies – you can access their privacy policy here: <https://www.adrollgroup.com/privacy>

Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the site's or service provider's systems to recognise your browser and capture and remember certain information. They are also used to help us understand your preferences based on previous or current site activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

We use cookies to:

- Understand and save user's preferences for future visits.
- Keep track of advertisements.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

If you turn cookies off, some of the features that make your site experience more efficient may not function properly. It won't affect the user's experience that make your site experience more efficient and may not function properly.

10. Your Rights under GDPR

The right to be informed

The right to be informed encompasses our obligation to provide 'fair processing information', typically through privacy notice. It emphasises the need for transparency over how you use personal data.

The right of access

You have the right to access your personal data and supplementary information. The right of access allows you to be aware of and verify the lawfulness of the processing.

The right to rectification

You are entitled to have personal data rectified if it is inaccurate or incomplete.

The right to erasure

The right to erasure is also known as 'the right to be forgotten'.

The broad principle underpinning this right is to enable you to request the deletion or removal of personal data where there is no compelling or legal reason for its continued processing.

The right to restrict processing

You have a right to 'block' or suppress processing of your personal data. When processing is restricted, we are permitted to store the personal data, but not further process it. We can retain just enough information about you to ensure that the restriction is respected in future.

The right to data portability

The right to data portability allows individuals to obtain and re-use their personal data for their own purposes across different services. It allows them to move copy or transfer personal data easily from one IT environment to another in a safe and secure way, without hindrance to usability.

The right to object

Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling) and direct marketing (including profiling).

The application of the above individual rights will be as directed by the Information Commissioner Office guidance advice contained at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights>

11. Third Party Advertising Platforms

We use a number of online platforms to administer and deliver our marketing communications. These include, but are not limited to Google, Facebook, Bing, Twitter, Instagram and Mailchimp.

Personal data is stored or is viewable on some of these platforms and their privacy policies are reviewed and approved before we sign up to their services and periodically thereafter.

Their privacy policies are available to view on their websites.

12. Security

We endeavour to take all reasonable steps to protect your personal data. All our employees and processors with access to personal data and involved in its processing are obliged to respect its confidentiality. All the data collected by us is stored on a secure server in the United Kingdom. Third parties do not have access to this stored information. The secure server software encrypts all information you input before it is sent to us.

13. Disclosure

We will only disclose personal data to suppliers we engage to process data on our behalf and affiliated companies of Greenspace Energy Conservation Limited and as required by law.

14. Internet transfers

Using the Internet to collect and process personal data necessarily involves the transmission of data on an international basis. By browsing this web site and communicating electronically with us you acknowledge and agree to our processing of your personal data in this way.

15. Your right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, is available at <https://ico.org.uk>.

Dated 13th October 2023

You can also opt out of network advertising

For those in the UK, use the following link www.aboutads.info

For those in the Rest of Europe, please use this link instead: networkadvertising.org/choices

How To Contact Us

If you would like to contact us regarding the information we hold about you or any of our policies, you can contact us via our [contact form](#).

Unit 8, Crow Arch Lane Industrial Estate, Ringwood, Hampshire, BH24 1PD