

Green Net Zero Limited understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits our website, [www.greennetzero.co.uk](http://www.greennetzero.co.uk) ("Our Site") and will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

This Privacy Notice applies to information collected on our website and our associated websites operated on behalf of our clients and partners. We're referring to these sites collectively here as "Our Site".

Please read this Privacy Notice carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Notice, you must stop using our site immediately.

## Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

"Account"	means an account required to access and/or use certain areas and features of Our Site;
"Cookie"	means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in section 13, below;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;
"personal data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to us via our site. This definition shall, where applicable, incorporate the definitions provided in the EU Regulation 2016/679 – the General Data Protection Regulation ("GDPR"); and
"We/Us/Our"	means Green Net Zero Limited, a limited company registered in England under company number 13840275, whose registered address is Green Net Zero Limited, c/o 3 Royal Crescent, Cheltenham, Gloucestershire, GL50 3DA



## What Does This Privacy Notice Cover?

Our Site is owned and operated by us.

This Privacy Notice applies only to your use of our site. Our site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy notices of any such websites before providing any data to them.

## Your Rights

As a data subject, you have the following rights under the GDPR, which this Privacy Notice and our use of personal data have been designed to uphold:

- The right to be informed about our collection and use of personal data.
- The right of access to the personal data We hold about you (see section 12).
- The right to rectification if any personal data we hold about you is inaccurate or incomplete (please contact Us using the details in section 14).
- The right to be forgotten – i.e., the right to ask us to delete any personal data we hold about you (we only hold your personal data for a limited time, but if you would like us to delete it sooner, please contact us using the details at the end of this notice).
- The right to restrict (i.e., prevent) the processing of your personal data.
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation).
- The right to object to us using your personal data for particular purposes; and
- Rights with respect to automated decision making and profiling.

If you have any cause for complaint about our use of your personal data, please contact us using the details provided at the end of this notice and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

## What Data Do We Collect?

Depending upon your use of our site and registrations system, we may collect some or all of the following personal and non-personal data (please also see section on Our use of Cookies and similar technologies):

- name.
- gender.
- business/company name
- job title.
- profession.

- contact information such as email addresses and telephone numbers.
- demographic information such as post code, preferences, and interests.
- financial information such as credit / debit card numbers.
- IP address.
- web browser type and version.
- operating system.
- a list of URLs starting with a referring site, your activity on our site, and the site you exit to.

## How Do We Use Your Data?

All personal data is processed and stored securely, for no longer than is necessary for the reason(s) for which it was first collected. We will comply with our obligations and always safeguard your rights under the GDPR. For more details on security see below.

Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data (e.g., by registering to a conference and subscribing to receive emails), or because it is in our legitimate interests. Specifically, we may use your data for the following purposes:

- Providing and managing your account.
- Providing and managing your access to our site.
- Personalising and tailoring your experience on our site.
- Supplying our products and services to you (please note that we require your personal data to enter a contract with you).
- Personalising and tailoring our products and services for you.
- Replying to emails from you.
- Supplying you with emails that you have opted into (you may unsubscribe or opt-out at any time by using the unsubscribe link or requesting to unsubscribe).
- Market research.
- Analysing your use of our site and gathering feedback to enable Us to continually improve our site and your user experience.

With your permission and/or where permitted by law, we may also use your data for marketing purposes which may include contacting you by email, telephone, text message and post with information, news and offers on our products and services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that we fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

- You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it.
- We do not keep your personal data for any longer than is necessary considering the reason(s) for which it was first collected.



## Privacy Notice

### **How and Where Do We Store Your Data?**

We only keep your personal data for as long as we need to use it as described above in section 6, and/or for as long as we have your permission to keep it.

Some or all your data may be stored outside of the European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). You are deemed to accept and agree to this by using our site and submitting information to us. If we do store data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR including vetting of all third-party suppliers.

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our site.

### **Do We Share Your Data?**

We will not share any of your data with any third parties for any purposes, unless we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal obligations, a court order, or a governmental authority.

### **How Can You Control Your Data?**

In addition to your rights under the GDPR, when you submit personal data via our site, you may be given options to restrict our use of your data. We aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails).

### **Your Right to Withhold Information**

You may access our site without providing any data at all. However, to use all features and functions available on our site you may be required to submit or allow for the collection of certain data.

### **How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the GDPR, no fee is payable, and we will provide all information in response to your request free of charge, unless it is for duplicate information. Please contact us for more details via [contact@greennetzero.co.uk](mailto:contact@greennetzero.co.uk)

## Our Use of Cookies

Our site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of our site and to provide and improve our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and always respected.

All Cookies used by and on our site are used in accordance with current Cookie Law.

Certain features of our site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown in the below table. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that our site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

The following first party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
ginger-cookie	Cookie Acceptance Banner Cookie (via Ginger Cookie plugin)	Yes
PHPSESSID	PHP Session Cookie (typically custom code in the theme, but may be used by plugins)	Yes
wordpress_test_cookie	WordPress: WordPress sets this cookie when you navigate to the login page. The cookie is used to check whether your web browser is set to allow or reject cookies.	Yes

Our site uses analytics services provided by Google Analytics. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how our site is used. This, in turn, enables Us to improve our site and the products and services offered through it. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of our site, it does enable us to continually improve our site, making it a better and more useful experience for you.

The analytics service(s) used by Our Site use(s) the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
__ga	third	Google	Google Analytics: Used to distinguish users.
__gid	third	Google	Google Analytics: Used to distinguish users.

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third-party cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access our site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

## Questions or Complaints

If you have any questions about our site or this Privacy Policy, please contact us via [contact@greennetzero.co.uk](mailto:contact@greennetzero.co.uk), by telephone on 01242 399020, or by post at Green Net Zero Ltd, Blaisdon Way, Cheltenham, Gloucestershire, GL51 0WH. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you.

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.

Signed on behalf of Green Net Zero Limited



James Smurthwaite  
Managing Director  
11<sup>th</sup> January 2024

(Next review date January 2025)