

Greenheart Sustainable Construction Ltd

Privacy Notice

Our contact details

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Address: Studio 2, St Andrews Road, Montpelier, Bristol, BS6 5EH

Phone Number: 0117 9429717

E-mail: info@greenheartuk.com

What type of information we hold

We currently collect, process and store the following information:

- Name
- Contact details
- Proof of Identity
- Date of Birth
- Financial Information

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Carry out our obligations arising from any contracts entered into between you and us
- Notify you about changes to our service
- Send newsletters from time to time
- To administer our business and support those who work with us
- To comply with legal or regulatory requirements
- Ensure that content from our site is presented in the most effective manner

Under the UK General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- a. Your consent. You are able to remove your consent at any time by contacting info@greenheartuk.com
- b. We have a contractual obligation.
- c. We have a legitimate interest.

What we do with the information we have

We use the information that you have given us in order to:

- Enable your use of any services that we may provide through our website or third-party websites
- Supply you with our products and services
- Send invoices and payment reminders to you
- Deal with enquiries and complaints

- Perform money laundering, financial and credit checks
- Comply with our legal and regulatory obligations

We may share this information to fulfil our contractual obligations to our employees and sub-contractors, but do not share information with any other third-party unless at the request by the Police or any other statutory authority or regulator who has a reasonable need for this information to effectively conduct their business e.g. criminal investigations.

How we store your information

Your information is securely stored on selected systems.

We will only keep information about you during the term of our contract and following termination, 40 years.

At the end of our retention period, we will securely destroy your information.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@greenheartuk.com if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Helpline number: 0303 123 1113