

# Privacy Notice

---



## **This Privacy Notice is for:**

Green Small Business Ltd

It tells you what we do with your personal data, the legal bases we use for our processing, how long we keep it and your rights as an individual.

## **About us**

We help small businesses to manage their environmental impacts and independently certify businesses who are doing so.

## **What we collect**

Name

Business email address

Business name (customers only)

Business address (customers only)

Business phone number (customers only)

IP address (satisfaction survey respondents only)

Views on quality of services provided by Green Small Business (satisfaction survey respondents only)

Information on business activity & expenditure (carbon footprinting customers only)

## **Why we collect information about you**

If anyone can be identified by any information that we collect, this information is called 'personal data'. Data protection law says that Green Small Business must have a reason or 'purpose' for collecting and using personal data.

Our purposes are to:

- Providing advice and guidance on managing business environmental impacts
- Delivering our products and services
- Checking levels of customer satisfaction with our services and improving our services accordingly

## **How we ensure that the processing we do is lawful**

Green Small Business cannot use your personal data for any reason unless we have a legal basis to do so. Those that we use are:

Providing advice and guidance on managing business environmental impacts

- The processing is necessary for the purposes of legitimate interests pursued by the data controller or by the third party or parties to whom the data are disclosed, except where the processing is unwarranted in any particular case by reason of prejudice to the rights and freedoms or legitimate interests of the data subject.

Delivering our products and services

- The processing is necessary- for the performance of a contract to which the data subject is a party, or for the taking of steps at the request of the data subject with a view to entering into a contract

Checking levels of customer satisfaction with our services and improving our services accordingly

- The processing is necessary for the purposes of legitimate interests pursued by the data controller or by the third party or parties to whom the data are disclosed, except where the processing is unwarranted in any particular case by reason of prejudice to the rights and freedoms or legitimate interests of the data subject.

If you disagree with us using your personal data for one or more of our legitimate interests let us know in writing and we will stop using it for that purpose.

### **How long do we keep your information?**

Personal data is deleted from the email system if a client leaves an organisation we have a working relationship with, as soon as we are informed of this.

Details of financial transactions and payments are retained for a period of 7 years.

We keep contact details for customers with whom we have/have had a working relationship and for organisations or individuals who contact us, for 6 years after the last contact.

### **Who Do We Share Your Personal Information With?**

Green Small Business does not share your personal information with any third parties, other than those listed below.

When we share your personal data with these third parties who perform services for us, we require them to take appropriate steps to protect your personal information, and only to use the personal information for the purpose of performing those specific services.

We currently use:

<b>Name of company/organisation</b>	<b>The service they perform for us</b>
Wordpress*	Web platform
Ibex Internet	Website hosting, development & management
Woocommerce*	Orders and payments
Paypal*	Payments
Stripe*	Payments
Microsoft*	Cloud Storage and Emails
Mailchimp*	Emails
Microsoft*	Customer satisfaction surveys
Victoria Grant – VA Services	Administrative support
Postmark*	Automated transactional emails

---

\* These businesses are data controllers in their own right, and are responsible for determining what they do with your information. We recommend that you read their privacy notices

We will never sell or distribute your personal information to any other third parties or make it public unless we have a legal obligation to do so.

## Your Rights

You have rights in relation to the personal information we hold about you. These are:

- **The right to be informed** about the collection and use of your personal data. We do this by providing you with this privacy policy.
- **The right of access.** This is commonly referred to as 'subject access'. You have the right to make a request to see all the personal data that Green Small Business holds about you. You can make this request verbally or in writing and we must respond within one calendar month.
- **The right to rectification.** If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address and we will promptly record your request and amend our records if required.
- **The right to erasure.** This is also known as 'the right to be forgotten'. You can make this request verbally or in writing. This right only applies in certain circumstances.
- **The right to restrict processing.** This right only applies in certain circumstances. If we agree to restrict your personal data for one or more purposes we will store it but not use it.
- **The right to data portability.** This allows you to obtain and re-use your personal data for your own purposes across different services. If you would like us to transfer your personal data electronically, we will do this. It only applies to information you have given us, which we hold electronically and where Green Small Business is the data controller.
- **The right to object.** You have the right to object to the processing of your personal data in certain circumstances. You can make an objection verbally or in writing. You have the absolute right to stop your personal data being used for direct marketing.
- **Rights in relation to automated decision making and profiling.** Green Small Business does not use any of your personal data to make automated decisions or to create a profile of you.

## How to complain

If you are unhappy about the way we handle your personal data please let us know verbally or in writing by contacting us at the address given below.

We will explain how we have processed your personal information and if we have made a mistake will tell you how we will put this right.

If you are still dissatisfied, you may report your concern to the Information Commissioner's Office (ICO) by contacting:

Wycliffe House, Water Lane, Wilmslow SK9 5AF  
Tel. 0303 123 1113

## Contacting us

If you have any questions about this Privacy Notice, the practices of this site, or your dealings with this site, please contact us at:

Tim Maiden  
Green Small Business Ltd

[tim@greensmallbusiness.com](mailto:tim@greensmallbusiness.com)

Tel. 07961 541281