

PRIVACY POLICY

Effective Date: 12th July 2023

Our contact details

Name: Sustainable Construction Services Limited

Address: 1st Floor, A-Block West, Underfall Yard, Cumberland Rd, Bristol BS1 6XG

Phone Number: 0845 680 7175

Web: www.scspartnership.co.uk

THE TYPE OF PERSONAL INFORMATION WE COLLECT

Personal data

While using our service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, county /post code, city
- Bank account information in order to pay for products and/or services within the service
- Usage data

When you pay for a product and/or a service via bank transfer, we may ask you to provide information to facilitate this transaction and to verify your identity. Such information may include, without limitation:

- Date of birth
- Passport or National ID card
- Bank card statement

HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

Usage data

Usage data is collected automatically when using the service.

Usage data may include information such as your device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the service by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our service or when you access the service by or through a mobile device.

Tracking technologies and cookies

We use cookies and similar tracking technologies to track the activity on our service and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyse our service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some parts of our service.

Cookies can be "Persistent" or "Session" Cookies. Persistent cookies remain on your personal computer or mobile device when you go offline, while session cookies are deleted as soon as you close your web browser.

We use both session and persistent cookies for the purposes set out below:

- Necessary / essential cookies
- Type: Session Cookies
- Administered by: Us

These cookies are essential to provide you with services available through the website and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these cookies, the services that you have asked for cannot be provided, and we only use these cookies to provide you with those services.

Cookies policy / notice acceptance cookies

- Type: Persistent Cookies
- Administered by: Us

- Purpose: These cookies identify if users have accepted the use of cookies on the Website.

Functionality cookies

- Type: Persistent Cookies
- Administered by: Us
- Purpose: These cookies allow us to remember choices you make when you use the website, such as remembering your login details or language preference. The purpose of these cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use the website.

Tracking and performance cookies

- Type: Persistent Cookies
- Administered by: Third-Parties
- Purpose: These cookies are used to track information about traffic to the website and how users use the website. The information gathered via these cookies may directly or indirectly identify you as an individual visitor. This is because the information collected is typically linked to a pseudonymous identifier associated with the device you use to access the website. We may also use these cookies to test new advertisements, pages, features or new functionality of the website to see how our users react to them.

USE OF YOUR PERSONAL DATA

The Company may use Personal Data for the following purposes:

- To provide and maintain our service, including to monitor the usage of our service.
- To manage your account: to manage your registration as a user of the service. The Personal Data you provide can give you access to different functionalities of the service that are available to you as a registered user.
- For the performance of a contract: the development, compliance and undertaking of the purchase contract for the products, items or services you have purchased or of any other contract with us through the service.
- To contact you: To contact you by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted

services, including the security updates, when necessary or reasonable for their implementation.

- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information.
- To manage your requests: To attend and manage your requests to us.

We may share your personal information in the following situations:

For Business transfers: We may share or transfer your personal information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

With other users: when you share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside. If you interact with other users or register through a Third-Party Social Media Service, Your contacts on the Third-Party Social Media Service may see your name, profile, pictures and description of Your activity. Similarly, other users will be able to view descriptions of your activity, communicate with you and view your profile.

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored.

The Company will retain your personal data only for as long as is necessary for the purposes set out in this privacy policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

The Company will also retain usage data for internal analysis purposes. Usage data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our service, or we are legally obligated to retain this data for longer time periods.

TRANSFER OF YOUR PERSONAL DATA

Your information, including personal data, is processed at the company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to – and maintained on – computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

Your consent to this privacy policy followed by your submission of such information represents your agreement to that transfer.

The company will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy and no transfer of your personal data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal 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 personal 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 personal information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the personal 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 mail@scspartnership.co.uk if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us at: mail@scspartnership.co.uk

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

ICO website: <https://www.ico.org.uk>