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Privacy Policy



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Introduction

Eden Sustainable ("we", "us", "our") (the data controller) is committed to protecting and respecting your privacy. Maintaining your privacy and your trust is very important. We strive to be especially clear on how we use your personal information if and when we collect it, and on the ways in which we can work together to protect your privacy.

UK Data Protection & Privacy legislation and the Applied GDPR (General Data Protection Regulation also known as Regulation (EU)2016/679. This Privacy Policy explains how we collect, use, store and share your personal information when you visit our website, edensustainable.co.uk and use our services.

Information We Collect

We collect the following personal information through our webform and do not collect any personal data about you on this website, apart from information which you volunteer by submitting our online form or emailing us. Any information, which you volunteer to Eden sustainable will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Act, 1998. Any information, which you provide in this way, is not made available to any third parties and is used by Eden Sustainable only in line with the purpose for which you provided it.

Definitions

- Data controller – A controller determines the purposes and means of processing personal data.
- Data processor – A processor is responsible for processing personal data on behalf of a controller.
- Data subject – Natural person

Categories of data:

Personal data – The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example;

- Name
- passport number
- home address
- private email address

Processing – means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval,

consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third-party: a natural or legal person, public authority, agency, or body other than the data subject, controller, processor, and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

How We Collect Information

You can visit our website without telling us who you are and without revealing any personal information about yourself. To provide full service however, we will most often need to collect information about you when you complete our online form. The types of Information we collect will include email address, your name, and phone number.

We do not process sensitive / special categories of personal data, nor facilitate processing personal data of data subjects under the age of consent (children).

We collect this information directly from you when you fill out our webform to request a commercial solar quote or email us. Our website does not use cookies or google analytics.

Recruitment

When you apply for a job with Eden Sustainable, we collect personal information that you share with us, such as your CV, cover letter, and contact details. We use this data to assess your application and determine whether your skills and experience match the job requirements. By submitting your application, you consent to us processing your personal data for the purposes of recruitment. We will retain your application data for a period of up to 12 months following the closing date of the vacancy for which you applied, unless you explicitly request that we delete it sooner. If we wish to contact you about other job opportunities in the future, we will seek your consent to retain your details beyond the standard retention period. We will not share your information with third parties without your consent unless required by law.

Purpose of Collecting Information

Personal Information

The information we collect is used to provide you with a commercial solar quotation and to communicate with you regarding our services. We will use this information to provide the services or goods that you have requested, including to search our website. We may, on occasion, use this to update you with important administrative messages, or about an event, or for services which are not considered to be direct marketing in nature, including signposting to useful resources and charity partners. We will also keep a record of your relationship with us and your interest in our work.

Photos & Video

We may upload photos or video of our clients to social media in order to promote Eden and to further our primary objectives. Wherever possible we will obtain explicit consent from you. You can ask us to not upload photos or to take down photos of you by contacting enquiries@edensustainable.co.uk and we will comply.

Marketing

Relevant consent is required if Eden contacts you seeking to promote or advertise additional products or services. We will only contact you about such additional products and services by email if you have agreed for us to contact you in this manner.

You can update your choices or stop us sending you these communications at any time by contacting enquiries@edensustainable.co.uk or clicking the unsubscribe link at the bottom of the relevant communication.

There are certain activities which are not considered marketing where Eden Sustainable may use your personal information to contact you. These legitimate activities include routine customer service messages and updates of our partner charities and their important work. Similarly, if we contact you to request your participation in a survey (as part of our research and insights), this is not considered marketing, rather it is deemed genuine market research.

Sharing Your Information

We are not in the business of selling your personal information. We consider this information to be a vital part of our relationship to you. Any information which you provide is only used by us only in line with the purpose for which you provided it.

Third parties

We only share your information with our trusted partners and suppliers who work with us on our behalf to deliver our services, but processing of this information is always carried out under our instruction. These partners are termed processors or sub-processors. We make sure that they store the data securely, delete it when they no longer need it and never use it for any other purposes.

Such processors include database administrators (HubSpot), and sub-contractors. We enter into contracts with these service providers that require them to comply with Data Protection Laws and ensure that they have appropriate controls in place to secure your information. We have not listed the individual suppliers by name as these may change from time to time, but in which case we will continue to ensure compliance with Data Protection Laws.

Data Storage and Security

We take the security of your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss. All information you provide to us is stored on secure servers held in both the European Economic Area (EEA) and with GDPR compliant international data processors only. Where international data processors are used, all appropriate technical and legal safeguards will be put in place to ensure that you are afforded the same level of protection as within the EEA. For example, if a transfer of information is made to a back-up server located in the US, this will be done under applicable Standard Contractual Clauses (SCCs) in compliance with the GDPR. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Data Retention

We retain your personal data for no longer than reasonably necessary however, in some cases this can be up to a period of 7 years, after which it will be securely deleted.

Your Rights

Under the UK General Data Protection Regulation (UK GDPR), you have the following rights:

- The right to be informed about how your data is being used
- The right to access your personal data
- The right to correct any inaccuracies in your data
- The right to have your data erased
- The right to restrict the processing of your data
- The right to data portability
- The right to object to the processing of your data

More information can be found here [A guide to individual rights | ICO](#)

You have the right to complain about the organisations processing your personal data. You can exercise this right by contacting the supervisory authority of the data controller as follows:

Head Office
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 03031 231113 (local rate) or 01625 545745 if you prefer to use a national rate number

Making a Subject Access Request (SAR)

If you would like to make a Subject Access Request and obtain a copy of the personal data we hold about you, please follow the steps below:

1. **Submit Your Request:** You can make a SAR by contacting us at **enquiries@edensustainable.co.uk**. Please include "Subject Access Request" in the subject line of your email.
2. **Provide Sufficient Information:** To help us identify the personal data you are requesting, please provide as much information as possible, such as your name, email address, and any other details that will assist us in locating your data. We may also ask for further information to verify your identity if necessary. Eden Sustainable may request additional identification or authentication (such as a copy of an ID) if needed to ensure the request is legitimate.
3. **Request Timeframe:** Once we receive your request, we will respond within one month of receipt. If the request is complex or requires additional time, we will notify you and may extend the period by up to two additional months, providing a reason for the delay.
4. **No Fee:** You will not be charged a fee to access your personal data, unless your request is manifestly unfounded or excessive, in which case we may charge a reasonable fee or refuse to comply with the request.
5. **Our Response:** We will provide you with a copy of the personal data we hold, along with details about the purposes of the processing, the recipients of the data, and the retention period, among other things.

Contact Us

If you have any questions or concerns about this Privacy Policy or your personal data, please contact our IT Manager at enquiries@edensustainable.co.uk

