

Green Building Design Consultants Ltd Privacy Policy Notice

How we use your Information

This privacy policy notice tells you what to expect when Green Building Design Consultants Ltd (GBD) collects your personal information.

Visitors to our Website

When someone visits www.gbuild.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone.

To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>

Google Maps function on Website

Some pages of this website use Google Maps to depict interactive maps and generate directions. Google Maps is a map service of Google Inc., 1600 Amphitheatre Parkway, Mountain View, California 94043, USA. Through the use of Google Maps, information about the use of this website, including your IP address and origin address entered for the route planning function, is transmitted to Google in the USA.

If you access a web page on our online presence that contains Google Maps, your browser establishes a direct connection with Google servers. The map content is directly transmitted by Google to your browser which integrates it into the website. We therefore have no influence on the scope of data collected by Google in this manner. To our knowledge, this includes as a minimum the following data:

- Date and time of the visit to the website
- Internet address of URL of the accessed website
- IP address
- Origin address entered for route planning

We have no influence on the further processing and use of the data by Google, and therefore we cannot assume any responsibility in this regard. If you do not wish Google to collect, process or use data about you via our website, you can deactivate JavaScript in your browser settings. In this case you cannot use the map function.

Please consult the Google privacy policy for information on the scope of data collection and the further processing and use of the data by Google, as well as your rights in this regard and the settings options to protect your privacy. This can be accessed by visiting <https://policies.google.com/privacy>

Our Cookie Policy

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to user needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

When you visit the GBD website www.gbuild.co.uk, if your browser is using the standard settings and it is accepting cookies, you are giving consent for cookies on the website to be stored on your computer. If you do not wish for this to happen, you can disable them in the settings of your browser. When you first access the website, you will be given the option to decline cookies.

Cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

If you prefer not to receive cookies, you can adjust your web browser to refuse cookies or to warn you when cookies are being used. Most elements of the GBD website will still function if you disable cookies in your web browser settings.

To find out more about cookies, including how to see what cookies have been set, visit www.aboutcookies.org or www.allaboutcookies.org.

For more information on cookies and their uses, visit the cookies page on the Information Commissioner's Office website.

Search Engine

Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by either GBD or any third party.

E-newsletter

On receipt of business cards from potential and current clients, we may add your e-mail address onto the list used to send out an e-newsletter from GBD informing you of relevant business information. You may opt out of receiving the newsletter at any time by clicking the "Unsubscribe" link at the bottom of the newsletter.

We use a third party provider, Campaign Monitor, to deliver our e-newsletters. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter.

Security and Performance

GBD uses a third party service to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors to the website.

If you e-mail us

We monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

If you use Green Building Design Consultants' Services

We have to hold the details of the people who have requested our services in order to provide it. However, we only use these details to provide the service/s the person has requested and for other closely related purposes to enable us to maintain our legitimate business interests.

If you make a complaint to us

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint. We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for six years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know'

principle. Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Your Rights

Under the Data Protection Act 2018 and General Data Protection Regulation (GDPR), you have rights as an individual which you can exercise in relation to the information we hold about you.

Complaints or Queries

GBD tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy policy notice was drafted with brevity and clarity in mind. We are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address at the end of this document.

Access to Personal Information

Green Building Design Consultants tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the General Data Protection Regulation.

To make a request to Green Building Design Consultants for any personal information we may hold, you need to make the request verbally or in writing, verbally you can phone our office on +44 (0)1992 552 111 and ask for Joanne Green or in writing by addressing your request to our Data Controller to the address provided at the end of this document. If you make your request verbally the Information Commissioner's Office (ICO) recommend following up the verbal request in writing.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. GBD will respond within 30 days of receiving your request.

If we do hold information about you, you can ask us to make any corrections by contacting the Data Controller. You may ask to exercise your right to be forgotten or voice your right to object to or restrict processing of your data. This can also be done by contacting the Data Controller. Please note that in some circumstances, GBD's responsibilities may prevent us from deleting or not processing all data relating to you.

Links to Other Websites

This privacy policy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on any other websites you visit.

Changes to this Privacy Policy Notice

We keep our privacy policy notice under regular review and if or privacy policy changes in any way, we will place an updated version to our website. This privacy policy notice was last updated on July 2018.

How to Contact Us

If you want to request information about our privacy policy you can write to us at:

**Data Controller
Green Building Design Consultants Ltd
Four Rivers House
Fentiman Walk
Hertford
SG14 1DB**