



## **Privacy Policy**

Welcome to Hearth's privacy notice, which shows how we process your personal data and how we work with partners.

This privacy policy applies between you, the User of this Website, and Green Consult Global Ltd, the owner and provider of this Website. Green Consult Global Ltd takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

This privacy policy should be read alongside, and in addition to, our Terms and Conditions, which can be found at: [www.H-earth.co.uk/terms](http://www.H-earth.co.uk/terms)

Please read this privacy policy carefully.

## **Our Contact Details**

Hearth is the sister company of Green Consult Global. Hearth and GCG are both data controllers.

Hearth and GCG are contactable by the same address;

1a Cobham Mews  
London  
NW1 9SB

If you have any queries regarding how we collect, use or store your information please email [info@greenconsult-global.com](mailto:info@greenconsult-global.com) with the reference of **HDPC2202**.

## **What information do we collect?**

- Full Name
- Contact information including email address and phone number
- Information such as address, postcode, personal concerns
- Other information relevant to home & property surveys

## **Data that is given to us by you**

Green Consult Global Ltd will collect your Data in a number of ways, for example:

- when you contact us through the Website, by telephone, post, e-mail or through any other means
- when you elect to receive marketing communications from us;
- when you use our services;

in each case, in accordance with this privacy policy.

## **How & why we have this & what we do with it**

### **Contact details**

(for example; name, address, email, telephone number).

We get these details from you if you supply them to us.

- We hold this information so that we can get in touch with you and provide the service you request
- We may also contact you following any services, to ask for feedback.
- If you have given your consent, we can send you news, as well as offers and promotions in the future, as well as services or products provided by third parties via us.

We will never pass your contact details to other organizations for direct marketing. You can withdraw your consent for us to contact you in these ways at any time.

## **Our use of Data**

Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:

- Internal record keeping;
- Improvement of our products / services;
- Transmission by email of marketing materials that may be of interest to you;
- Contact for market research purposes which may be done using email, telephone. Such information may be used to customize or update the Website; in each case, in accordance with this privacy policy.
- We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).
- For the delivery of direct marketing to you via email, we'll need your consent, whether via an opt-in or soft-opt-in:
- Soft opt-in consent is a specific type of consent which applies when you have previously engaged with us (for example, you contact us to ask us for more details about a particular product/service, and we are marketing similar products/services). Under "soft opt-in" consent, we will take your consent as given unless you opt-out.
- For other types of e-marketing, we are required to obtain your explicit consent; that is, you need to take positive and affirmative action when consenting by, for example, checking a tick box that we'll provide.
- If you are not satisfied with our approach to marketing, you have the right to withdraw consent at any time. To find out how to withdraw your consent, see the section headed 'Your rights' below.

## **Project details and communications.**

When you have a home survey or work done we collect information about your property and project, and may note other details that you give us (for example; your availability).

We collect this information so that we can make better recommendations for the scope of work for your property, and to enable us to provide you with our services. Consent is given through the client contract / agreement/ acceptance of quote.

## **Personal details about your health**

When you book a survey appointment with us, you may choose to share information about your health (for example; if you have specific communication needs, a medical condition or disability and commonly things like asthma or mold sensitivity)

We may need this information so that we can provide a better service to you and accommodate any specific needs you may have. This information needs explicit consent to be shared, this information will only be shared within our organization as a means to aid your project.

## **Property Information**

Information collected when you have a home survey completed with us. This information is stored securely within our software and encrypted files stored on a secure hard drive.

## **Your IP address and how you find and use our site.**

We obtain this information through cookies/tags placed on our site and in online advertising. For more information you can see our Cookies policy. We collect this information in order to improve the function of our website as well as to best understand what marketing efforts are effective.

Our site uses Google Analytics, a web analysis service provided by Google Inc. Google Analytics uses “cookies”, which are text files placed on your computer to help the website analyze how you use our site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law. Google will not associate your IP address with any other data held by Google.

## **Sharing your information**

- If you have a contract with us, with your further consent we may share some of your information with our affiliates or suppliers.
- With your consent, we may provide aggregate information to local councils and research institutions or universities.

## **Security and how we store your information**

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

- We will use technical and organisational measures to safeguard your Data, for example:
- We store your Data on secure servers.
- Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorized access to your Data, please let us know immediately by contacting us via this email address: [info@greenconsult-global.com](mailto:info@greenconsult-global.com).

If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit [www.getsafeonline.org](http://www.getsafeonline.org). Get Safe Online is supported by HM Government and leading businesses.

## **Information we do not store**

We will never ask and or store the following personal information. Should at any point in your journey with us, you request we obtain and hold the following information we reserve the right to decline.

- race
- ethnic background
- political opinions
- religious beliefs

- trade union membership
- genetics
- biometrics (where used for identification)
- sex life or orientation

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

- We will not keep your personal information for any purpose for longer than is necessary and will only retain the personal information that is necessary in relation to the purpose. We are also required to retain certain information by law or for as long as is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.
- If you are a customer, we will keep your information for the length of any contractual relationship you have with us and after that for a period befitting our legal requirements.
- If you are a prospective customer and you have given consented to us contacting you, we will only retain your data, until you unsubscribe from our communications; or, if you have not unsubscribed, also while you interact with us and our content; or for 12 months from when you last interacted with us or our content.
- In the case of any contact you may have with our customer services team, we will retain those details for as long as is necessary to resolve your query and for 12 months after the query is closed.

We will retain your data for a short time beyond the specified retention period, to allow for information to be reviewed and any deletion to take place. In some instances, laws may require us to hold certain information for specific periods other than those listed above.

### **Your data protection rights**

You have the following rights under data protection law, and information explaining these rights can be found on the Information Commissioner Office website.

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

You can withdraw consent at any time for any of the processing that relies on Consent.

Your right to object to processing – You have the right to object to the processing of your personal data in certain circumstances. You always have the right to object to processing for the purposes of direct marketing.

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 rectification – You have the right to ask us to rectify or complete information you think is inaccurate, and we must consider whether this request is founded and not excessive.

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

You do not have to pay to exercise your rights. If you make a request, we have one month to respond to you.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this email address: [info@greenconsult-global.com](mailto:info@greenconsult-global.com).

If you are not satisfied with the way a complaint has been handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.

It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

## **Requests to update or erase**

You have the right to have your data updated or erased at any time. On receipt of your request to the email address provided your data request will take no longer than one month to process.

## **Links to other websites**

This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

## **Privacy Update**

We at Hearth & GCG take privacy very seriously - We regularly review and update our privacy policy, when changes are made we may send out our change of policy communications via email to ensure awareness.

## **How to complain**

You can complain to us by emailing [info@greenconsult-global.com](mailto:info@greenconsult-global.com)

If you are unhappy with how we have used your data and would like to complain you can do so to the Information Commissioner's Office.

The ICO's address:

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



\*updated on 22/02/2023 - by Bethanie Foster (Operations Manager)