

Privacy Policy

This Privacy Policy relates to Ecoodle Ltd (Ecoodle) Company Number 12978097, with Registered Address 6 Groveley Road, Alum Chine, Bournemouth, Dorset, BH4 8HF.

1. Introduction At Ecoodle, we take our obligations in respect of the privacy of personal data very seriously and we will only process personal information as detailed in this notice, unless we inform you otherwise. This privacy notice provides information about the collection and use of personal data relevant to individuals who use our services, either as a client (personal or company) who we provide products to or have formed an ongoing business relationship with. We refer to all individuals as 'you' or 'your' in this notice. We reserve the right to amend this Privacy Policy at any time. The applicable version will always be accessible via the Site (www.ecoodle.eco) and/or other social media pages. If we make changes that significantly alter our privacy practices, we will post a notice on the Site prior to the change taking effect.

2. Who are we? Ecoodle is an organisation who want to make being environmentally friendly easy, accessible and (of course) fun. Ecoodle was set up to help anyone and everyone who wants to take action by providing products that inspire and inform people to make a difference to the environment.

3. What information do we collect about you? For all clients (personal or company), we will collect, hold (in hard copy and/or computer readable form) and process personal data, such as your contact information (e.g. email address, social media pages if provided, telephone number, shipping address etc.), previous order information and any content you have provided for publication on the Site and/or social media. For companies, we also retain information specifically related to your business including both current and potential requirements as expressed in meetings and correspondence which will help us to support your business. Under normal circumstances we do not hold any special category data such as race, ethnic origin, politics, religion, trade union membership, health, sex life or sexual orientation and we would not request that information from you. We would only collect and process that type of data at your request and only where it is pertinent to provide you with the right products and support you in your enquiries.

4. Where do we obtain this personal data from? We may obtain your personal data from the following sources (this list is not exhaustive): You (e.g. completing an order form, or an enquiry form, or uploading content); companies who may provide details in order to provide products and services, marketing databases, the public domain, social media (e.g. Instagram, Twitter etc.), the Site through cookies stored on your computer. These cookies are used to collect information about how you interact with the Site and allow us to remember you. We use this information in order to improve and customise your browsing experience and for analytics and metrics about our visitors both on this Site and other media. If required, we will provide you with details regarding how and where we sourced your personal data on initial contact.

5. What do we do with your personal data? For clients, we use your personal data to maintain contact with you and follow up as appropriate. As part of our legitimate interest in the proactive management of the relationship, we will also provide updates either by phone or email on our products and services. We only process your data in ways you would reasonably expect to maintain our relationship, and which have a minimal privacy impact. We do not use your personal data to undertake any form of automated individual decision making or profiling.

6. Who do we share your personal data with? We will not share client data without your consent, and those requests will be in the format of the minimum details to provide you with the expected products and services (e.g. address for the postage company). We only share personal data (including sensitive data) to regulatory / statutory bodies if we are required by law to do so.

7. How do we protect your personal data? We place great importance on the security of all personally identifiable data we hold and take all reasonable precautions to prevent unauthorised access both from within and outside Ecoodle. All data is retained utilising industry standard software products whose suppliers have made commitments to deliver GDPR compliance as part of the provision of their services. Access to your data is strictly controlled to ensure only personnel with a direct requirement to utilise the data as part of their role can access it. This may include agents, sub-contractors and other contracted organisations who are appointed to provide services to us, but they will be bound to adhere to this Privacy Policy and applicable data protection legislation.

8. How long do we keep your personal data? We will retain personal data for the period when our relationship is active, plus the following additional timescales: Client data – a period of 7 years following the cessation of the relationship. Once the specified retention dates have passed, your data will be deleted. You can indicate at any time that you would like your personal data to be removed and we will erase your details from our records, unless we are required to keep it for legal or contractual purposes, in which case we will confirm which records we are obliged to retain.

9. How do we check that your data is accurate? Client data is validated as part of the ongoing reviews scheduled by the relevant manager. We may send reminders to clients to confirm the accuracy of your data. We will also validate your data when we contact you regarding products that you may like. We take every reasonable precaution to ensure that we only hold up-to-date information about you, however we would also appreciate notification of any change in your circumstances which results in a change in data provided to us.

10. What are your rights over your personal data? You have the right to be informed about the collection and use of your personal data, which this notice provides, and can be referenced on an ongoing basis by following links from the Site and social media pages. You have the right to request:

- A copy of the personal data we hold about you, including the ability, if possible, to provide that data in a portable format;
- The correction of your personal data when inaccurate, out of date or incomplete;
- That your personal data is deleted when it is no longer necessary for us to retain such data;
- The withdrawal of your consent allowing us to process your personal data, either in its entirety or for specific uses such as e-marketing communication;
- The right to request a restriction on further data processing, if for example there is a dispute in relation to the accuracy or processing of your personal data;
- The right to object to the processing of personal data, where that data processing has been based on legitimate interest and/or direct marketing.

11. What happens if you withdraw your consent? If you raise a request to withdraw your consent through direct contact or an 'unsubscribe' request via email (help@ecoodle.eco), the record we hold of this request will include your name, email address and company role (if applicable) to ensure you are correctly identified in future and not contacted further.

12. Who should you talk to raise requests or concerns? Any requests regarding either your privacy rights or more general data protection questions or concerns should be sent to help@ecoodle.eco where they will be dealt with by the Data Protection Officer (DPO), or write to The DPO, Ecoodle Ltd., 6 Groveley Road, Alum Chine, Bournemouth, Dorset, BH4 8HF.