



DATA PRIVACY NOTICE

OUR CONTACT DETAILS

Company Name:	Green 2 Delivery Ltd
Director:	Jason Atkins
Address:	Unit 9, Shire Hill, Saffron Walden, Essex, CM6 3SQ
Phone Number:	03300 887562
E-mail:	info@green2.delivery

THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

- **Personal identifiers:** Salutation, Forename, Surname
- **Contact Data:** Address, Post Code, Email Address, Phone Number
- **Financial Data:** Bank Account
- **Transaction Data:** Details of payments to and from you and products and services purchased from us
- **Technical Data:** IP Address, browser type & version, operating system and platform & other technology on the devices you use to access the website.
- **Profile Data:** Feedback responses
- **Marketing & Communications Data:** Preferences in receiving marketing from us and your communication preferences.

We do not collect and **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

FAILURE TO PROVIDE PERSONAL DATA

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

HOW WE GET THE PERSONAL INFORMATION AND WHY WE HAVE IT

HOW DATA IS COLLECTED

We use different methods to collect data from and about you, including through:

- **Direct Interaction with you** – you may give us personal identifiers, contact and financial data by filling in forms or corresponding with us via post, phone, email or otherwise. This includes personal data you provide when you:
 - Enquire about our services;
 - Subscribe to a Newsletter or other publication;
 - Request marketing materials to be sent to you;
 - Give us feedback or contact us;
 - Provide us with information so we may complete a service provision

Green 2 Delivery Ltd

Unit 9, Shire Hill, Saffron Walden, Essex, CB11 3AQ
VAT Registration Number: 397 1660 60

03300 887562

www.green2.delivery
sales@green2.delivery

- **Indirect Interaction (a customer providing details of their client)** – we will receive personal data about you from our customers in order to perform services on their behalf. Where we do receive personal data, a processor agreement, or an agreement of equivalent value, shall be in place to comply with the requirements of the DGPR.
- **Automated technologies or interactions** - As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies.
- **Publicly available sources** – Identity and contact data may be obtained from sources such as Companies House.

HOW WE USE YOUR PERSONAL DATA

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- I. We have a contractual obligation.
- II. We need it to perform a task.
- III. We have a legitimate interest.
- IV. Were we need to comply with a legal obligation
- V. Your consent. You are able to remove your consent at any time. You can do this by contacting info@green2.delivery

Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.

PURPOSES FOR WHICH WE WILL USE YOUR DATA

Purpose / Activity	Type of Data	Lawful basis for processing including basis of legitimate interest
Registration of an individual as a new customer	<ul style="list-style-type: none"> • Personal Identifiers • Contact Data 	<ul style="list-style-type: none"> • Performance of a contract
Processing of an order, including: Management of payments and charges; collection of debt owed to us	<ul style="list-style-type: none"> • Personal Identifiers • Contact Data • Financial • Transaction • Marketing & Communications 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (to keep our records up-to-date & maintain accounting ledgers)
Deliveries to customers who have purchased items from our clients	<ul style="list-style-type: none"> • Personal Identifiers • Contact Data 	<ul style="list-style-type: none"> • Performance of a contract • To perform a task • Legitimate interest (to keep our records up-to-date)

COOKIES

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of our website may become inaccessible or not function properly. Cookies are not shared with any third parties.

RECIPIENTS OF PERSONAL DATA

There may be occasion when the personal data of a customer is shared with our clients or an external service provider completing contractual obligations on our behalf. This enables effective handling of any issues, complaints and queries arising from the performance of a task or contractual obligation.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

RETENTION PERIOD OF YOUR DATA

Please see content within 'Document Management & Retention Policy' within the 'Data Protection Policy'.

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 info@green2.delivery or 03300 887560 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 info@green2.delivery or 03300 887560.

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>