Groundwork East's Privacy Notice – Sustainable Business Services

Introduction

This Privacy Notice was last updated on 10/02/2026

Groundwork East respects your privacy and is committed to protecting it through our compliance with this privacy notice. We are registered with, the Information Commissioner's Office (ICO).

In this privacy notice references to "Groundwork", "Groundwork East", "us", "we", "our" are to Groundwork East.

Please take some time to read this privacy notice before you agree to work with us

What information do we collect?

In order to be able to complete the sustainable business services you require, we process limited personal data relating to our business customers and partners. We will need to collect the following information:

This will include:

- Business contact details
- Name, email, telephone and address
- Energy consumption data
    - Utility data
    - Usage data
- Other relevant data on commuting or staff travel if applicable
- Communications records

We only collect and process data where it is necessary to provide the sustainable business services agreed with you, to manage our business relationship, and to comply with applicable legal obligations.

How do we collect information about you?

We collect information in a variety of ways:

- Directly from you, when you:
    - Contact us by email, telephone, post, or other communication channels
    - Complete online forms or submit information via our website
    - Engage with us in relation to a contract or project
    - Provide feedback or respond to surveys
- During our business relationship, including correspondence, meetings and project communications.
- From third parties, where applicable, such as:
    - Funders
    - Partners

How do we use your information?

We use your information in various ways, such as to:

- provide you with information or services that you request from us
- send you marketing material, funding news or event invitations (you can opt out from this on the website/form)
- keeping our records accurate and up to date
- create statistical information, market research, analysis, customer profiling to improve our services
- comply with any legal obligations we may have

- meet any other purpose for which you provided your information to provide our Sustainable Business services, (such as emissions calculations, carbon management or grant applications etc)
- provide funders with project participant information (if applicable)
- managing our business relationship, contract and account performance
- communicating in relation to services and account management
- maintaining business records

Who do we share this information with?
We may need to share personal data with trusted third-party service providers who support our operations, including cloud storage providers (Microsoft SharePoint), project management systems (TidyWork), IT support provider and funders where applicable. All third parties are required to respect the security of personal data and to process it in accordance with applicable data protection laws and under written contractual agreements.

Why and on which basis do we use your Data?
We will rely on the appropriate legal bases under the UK GDPR or Data Protection Act for processing your data.

- To comply with our legal or regulatory requirements
- Where processing is necessary to perform our contract with you or to take steps prior to entering into a contract
- We have a legitimate interest in managing and delivering our services, maintaining business relationships, and improving our services
- To respect your choice where you have given consent, such as receiving marketing communications. You can opt out at any time.

Information disclosure
Only if your project is being funded, then we would need to provide the funder or partners with a final report summarising the work completed.

How long do we keep information for?
We typically retain data for the duration of the contract and for up to 6yrs afterwards for legal and accounting purposes, unless a longer retention period is required by law or funding conditions.

Data Security
We have implemented technical and organisational measures to secure your information in accordance with the GDPR regulations and protect it from accidental loss, unauthorised access, use, alteration and disclosure. This includes but is not limited to appropriate security measures like two factor authentication, encryption and firewalls. To protect your information further, it is stored in restricted access folders on our secure systems.

Your rights and how you can exercise them
In accordance with the UK General Data Protection Regulations (GDPR) and Data Protection Act 2018, you have the following rights:

- To access: you can obtain information relating to the processing of the data, and a copy.
- To inform: you have the right to be informed about the collection and use of your data.
- To rectify: where you consider that your data are inaccurate or incomplete, you can require that such personal data be modified accordingly.
- To erase: you can require the deletion of your data, to the extent permitted by law.

- To restrict: you can request the restriction of the processing of your data.
- To object: you can object to the processing of your data, on grounds relating to your particular situation. You have the absolute right to object to the processing of your data for direct marketing purposes, which includes profiling related to such direct marketing.
- To withdraw: where you have given your consent for the processing of your data, you have the right to withdraw your consent at any time.
- To data portability: where legally applicable, you have the right to have the data you have provided to us be returned to you or, where technically feasible, transferred to a third party.

If you wish to exercise the rights listed above, please send a letter to the following address:
FAO Chief Executive
Groundwork East, Mill Green, Hatfield, Hertfordshire AL9 5PE.

Your right to make a complaint
You have a right to make a complaint to the Information Commissioner's Office (ICO):
https://ico.org.uk

Changes to our Privacy Notice
We will update this privacy notice from time to time so you should check the Groundwork East website or ask a member of staff to see the most up to date version.

Contact Information
To ask questions or comment about this privacy notice and our privacy practices, contact us.
You can write to us at:
Groundwork East
Mill Green
Hatfield
Hertfordshire
AL9 5PE