



GDPR DATA AND PRIVACY POLICY

This Privacy Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by Green Lemon Company.

Green Lemon Company Ltd Reg #05951339 is the Data Controller.

This privacy notice is a public declaration of how Green Lemon Company applies the Data Protection Principles and Rights afforded to individuals by the General Data Protection Regulation (GDPR), to the personal data that we process. Green Lemon Company is committed to complying to the principles relating to the processing of personal data under the GDPR.

We take care to protect the privacy of our prospects and clients. Set out below is an explanation of how we process this information.

THE INFORMATION WE COLLECT

The information about you we may collect in regard to client contract and prospecting activities, hold and process is set out below:

- Name
- Job Title
- Company
- Email address
- Phone Number/s
- Phone call notes
- Email dialogue

HOW WE USE THE INFORMATION

Client and Prospect data is used for contacting relevant prospects with Green Lemon Company relevant sales messaging and is held under "legitimate interest". Data is collected from a variety of public facing websites including LinkedIn. Internal process is on every campaign mail, recipients will have the opportunity to "unsubscribe".

Any request to view data stored or remove data will be actioned within a reasonable timeframe; we aim for 2 working days. Please note, if you request data to be removed, if you are on Business Social Media, or quoted in Business press for example, we will have no record of you wishing not to be contacted and you may be re-contacted in such a case.

HOW WE HOLD THE INFORMATION

We use FreshSales CRM Cloud service, used by over 10,000 Companies. FreshSales CRM is invested in protecting your data, and capable of assessing risks and preventing cyber-attacks. Data is also backed up constantly and encrypted between servers and point of use.

For more information see our partners site at: <https://www.freshworks.com/privacy/data-hosting/>.

All customer data can only be exported at any time from within the system by an authorised ADMIN user. Finally, there is a detailed system log which provides an overview of activity on the database for auditing and security purposes.

DISCLOSURE OF YOUR INFORMATION

We do not share or further process your data, other than to keep you informed of relevant content relating to the activities of Green Lemon Company.

WHAT IS THE LEGAL BASIS FOR PROCESSING THE INFORMATION?

We have set out below, in a table format, a description of all the ways we might plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below:

PURPOSE/ACTIVITY	TYPE OF DATA	LAWFUL BASIS FOR PROCESSING INCLUDING BASIS OF LEGITIMATE INTEREST
To manage our relationship with you which will include: (a) Notifying you about changes to our terms or privacy notice (b) Asking you to take a survey	(a) Identity (b) Contact (c) Marketing and Communications	(a) Necessary to comply with a legal obligation (b) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
To deliver relevant content to you	(a) Identity (b) Contact (c) Usage (d) Marketing and Communications (e) Technical	Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy)
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical (b) Usage	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Marketing and Communications	Necessary for our legitimate interests (to develop our products/services and grow our business)

YOUR RIGHTS

Your data will be retained for no longer than is necessary and in accordance with our Data Retention Policy.

RETENTION OF YOUR DATA

You currently have the right at any time to ask for a copy of the information about you that we hold, and to instruct us to remove data at your request. If you would like to make a request for information please email jon.idle@greenlemoncompany.net.

WHAT RIGHTS DO I HAVE?

Green Lemon Company provides fair processing of information by way of this privacy notice.

The right of access

You have the right to obtain confirmation whether or not we are processing your data and a right to obtain a copy of the data that we hold. This is known as a Subject Access Request.

The right to rectification

If any information held is inaccurate or incomplete, you have the right to have that information corrected or deleted.

The right to erasure (also known as the "right to be forgotten")

You have the right for your information to be deleted.

The right to withdraw consent

Where we process information based on the data subject's (your) consent, you have the right to withdraw consent at any time.

The right to question

If you wish to discuss your personal data or lodge a concern about the way in which it is handled, please use any of the following details

Jon Idle,

Chief Operating Officer jon.idle@greenlemoncompany.net

Changes to the Privacy Notice

This Privacy Notice may be changed by us at any time.