

1 PRIVACY POLICY

This privacy statement sets out how we use and protect any information that you give us when you use our Services as required by the General Data Protection Regulation (GDPR). Services include:

- Trialling our software on one of our Websites
- Booking and/or attending one of our training courses
- General enquiries and user support, whether by phone or email
- Licensed users of our Software
- Consultancy services

Our Websites are Hartenvironmental.co.uk and ConstructionSoil.co.uk.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our Services, then you can be assured that it will only be used in accordance with this privacy statement. We may change this policy from time to time by updating this page.

Any questions regarding this policy and our privacy practices should be sent via email to info@constructionsoils.co.uk. This policy is effective from 1st September 2022.

2 WHO WE ARE

Hart Environmental is a limited incorporation company registration no. 14208145. Hart Environmental own all copyrights, trademarks, software and websites of Hart Environmental Ltd and ConstructionSoils.co.uk.

3 WHAT DATA DO WE COLLECT

For most users and for enquiries the data we collect includes:

- Your name
- The company or organisation you work for
- Your contact details such as your business email address, phone number and company address
- Any specific enquiry details

When you physically log into one of our Websites as a Licensed or Registered user, we also record:

- The date/time you login (and actively log out) of the Website
- IP address
- Browser identity

All licensed and registered users must represent a registered company and only business emails, phone number and address should be used for login purposes. Our software can not be used for private purposes.

4 WHY WE COLLECT THIS INFORMATION

We require this information to meet certain contractual requirements and:

- To be able to respond to your enquiry
- To provide services tailored to your needs
- To ensure security of your user account
- To record training courses that you have attended
- To meet the contractual requirements of our software licences and consulting services

5 ONLINE PAYMENTS

To become a Licensed or Registered user of our software full payment should be made via credit or debit card using Stripe secure software. Once payment is received a login code will be automatically issued and activated. We do not hold or retain any financial card information. Repeat subscriptions can be set up to automatically renew licenses, all information for repeat subscriptions will be held and processed by Stripe software. Subscription payments can be updated and cancelled in the Super Admin profile, under company settings.

If an invoice is required for payment, this can be generated to allow payment by BACS. However this method of payment will result in a delay in accessing the software. The login code will be sent only once payment has been received and validated.

6 SECURITY PRECAUTIONS

When you give us personal information, we take steps to ensure that it's treated securely. Any information is encrypted and protected with encryption on SSL and held on Impulse.com secure server. When you are on a secure page, a lock icon will appear in the address bar of all modern web browsers such as Microsoft Edge or Google Chrome.

While you see the lock icon in your browser address bar, any data that you enter into forms on our website (e.g. login details) are encrypted. Once we receive your information, we make our best effort to ensure its security on our hosts system. Where you have chosen a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. This password is stored in an encrypted format and we are unable to tell you what your old password is. You can reset your password yourself or this can be undertaken by your license holder super admin.

7 CORRECTING AND UPDATING YOUR INFORMATION

We may retain your information for a period of time consistent with the original purpose of collection. For instance, we may retain your information during the time in which you have an account to use our Websites or Services and for a reasonable period of time afterward. We also may retain your information during the period of time needed to pursue our legitimate business interests, conduct audits, comply with our legal obligations, resolve disputes and enforce our agreements.

For example we need to keep data:

- for as long as someone is actively engaged with our business e.g. users of an active subscription, contacts for an active contract or active license holder
- for contractual reasons such as when someone started or stopped being a licensed user

We will not sell, distribute or lease your personal information to third parties unless we are required by law.

If you have a complaint you can contact the Information Commissioner's Office (ICO) which is the data privacy supervisory authority in the UK

Under the GDPR, you have a number of specific rights with regards to your personal information:

1. Right of access – if you want to know if we are storing or processing any personal data about you, you can contact us to find out. If this is the case, you may find out what purpose it is being stored for and request a copy of your data by contacting us. Your data will be supplied as soon as is practical in a CSV (comma separated value) file format which can be opened as a simple text file or as a spreadsheet. There is no charge for making a request or for the electronic data file, but if the number and frequency of requests is unreasonable we may charge an admin fee.
2. Right to correction – if you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct any information found to be incorrect.

3. Right to erasure – if you want to remove your personal data from our records, you can request this by contacting us. We will remove the data as far as it is practically within our power, and where we are not legally or contractually obliged to retain it.
4. Right to object – if you no longer want us to process your data you can request this by contacting us.
5. Right to complain – if you are unhappy with how we are managing your personal data, you can lodge a complaint with the UK supervisory authority, the Information Commissioner’s Office (ICO).

8 SECURITY

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

9 HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer’s hard drive. We use cookies to help secure your user accounts when you login to one of our Websites.

A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. However, if you wish to access your user account, you need to have cookies enabled.

10 LINKS TO OTHER WEBSITES

Our Websites may contain links to other websites of interest. However, once you have used these links to leave our site, we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.