

## Privacy Notice

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The Green Register trains construction professionals from all disciplines in the industry to build better, more sustainable buildings. We are independent, self-supporting, and not-for-profit, grateful for the support of our membership and collaborators who work with us to improve construction industry practices.

This privacy notice tells you what to expect when The Green Register collects and holds your personal information.

It applies to information we collect about:

- Our member organisations and individuals related to our members
- Visitors to our website
- People who use our services, e.g. subscribe to our mailing list or request advice or information from us
- Event attendees
- Job applicants and our current and former employees.

The data controller is **The Green Register** with its registration address at: **The Create Centre, Smeaton Road, Bristol BS1 6XN**

The Green Register is registered with ICO (number Z3040198)

If you have any questions about this privacy statement or how and why we process personal data, please contact us at: [dataprotection@greenregister.org.uk](mailto:dataprotection@greenregister.org.uk) or Tel: **0117 377 3490**

### What information do we collect about you?

We collect the personal data that you provide while using our services. This is done when you subscribe to our mailing list, complete a form on our website, book events or courses and/or request information whether via email, our website, direct messaging on social media channels or by calling us on 0117 377 3490.

The personal data we collect may vary depending on the service you request from us. As a minimum we will usually require:

- Your name
- Your email address

For example, when you book a place for any of our events or courses, we may collect your name and email address so that we can contact you in case of changes to the event.

We may also request the following additional information and use this in the following ways:

- **Telephone number:** When you book a place any of our events or courses, we may collect your telephone number so that we can contact you in case of changes to the programme. If

Our key partners:



[www.greenregister.org.uk](http://www.greenregister.org.uk)  
[mail@greenregister.org.uk](mailto:mail@greenregister.org.uk)

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you contact us to ask us for advice or information, we may also collect your telephone number so that we can contact you in future.

- **Payment Details:** When you make a payment to The Green Register, we may collect payment information from you such as credit or debit card details or bank information for the purposes of taking payment. We do not store any payment details.
- **Mailing List:** If you sign up to The Green Register mailing list, we will use your personal information to provide you with news and information about our services in the format you have requested and in accordance with any preferences you have expressed.
- **Other information we collect:** If you correspond with us generally, for example to raise a query, comment or complaint about any of our services, we will also collect any other information you choose to send to us in that correspondence.

### How do we use the information you provide?

Where you have disclosed your information to us, we use information:

- because it is necessary to administer the services you have requested from us and to fulfil our obligations to you in providing these services; or
- to pursue The Green Register's legitimate interests to inform you by email or other means of events or services run by us or third parties which we think may interest you.
- where we process your personal data on this basis, we will only do so where it does not prejudice your own privacy rights.

### Job applicants

If you apply to work at The Green Register, we will use the information you supply to us to process your application and to monitor recruitment statistics. We may disclose personal information to a third party, for example where we want to take up a reference or obtain a check from the Disclosure and Barring Service, and where appropriate we will let you know first.

### Your rights

You have several rights in relation to your personal data. These include the right to:

- find out how we process your personal data.
- request that your personal data is corrected if you believe it is incorrect or inaccurate.
- obtain restriction on our, or object to, processing of your personal data.
- ask us not to process your personal data for our own marketing purposes.
- withdraw your consent to our processing of your personal data.
- obtain a copy of your personal information which we hold about you.

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[www.greenregister.org.uk](http://www.greenregister.org.uk)  
[mail@greenregister.org.uk](mailto:mail@greenregister.org.uk)

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At any time, you may delete or correct the personal information we hold for you. You can do this by logging in to our website to update your communication preferences, by clicking on the unsubscribe link at the bottom of any e-mail newsletter we have sent to you or by contacting us at: [dataprotection@greenregister.org.uk](mailto:dataprotection@greenregister.org.uk)

### How we store your information

The personal data you give The Green Register is held securely. Your information is securely stored on our CRM system on a secure web server in what we believe to be a well-protected environment. If you have made a financial transaction with us your contact details will be stored on our accounting software Xero but please note, we do not store any payment details. Bank transactions are via The Co-Operative Bank and card payments are processed via Stripe. Your information may be stored on email software held by our Email Service Provider (EPS) if you have communicated by email.

We'll retain your personal data for as long as we have a relationship with you and for a period afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

### Who we share data with

The Green Register will not sell your information to any third party. However, we may share your personal data with our third-party suppliers who provide services such as information technology, payment processing, and related infrastructure provision.

Any of the companies that access your information while providing services on our behalf will be governed by strict contractual restrictions to make sure that they protect your information and keep to data-protection and privacy laws which apply. Our third-party suppliers are listed below, with links to their own privacy policies.

Third party supplier	Type of activity	Link to Privacy Notice
Microsoft	Email & office systems	<a href="#">Microsoft</a>
MJW Consulting	CiviCRM database for mailings & event registration	<a href="#">MJW Consulting</a>
Google Mail and Forms	Email and forms e.g. surveys	<a href="#">Google</a>
Xero	Payments & donations	<a href="#">Xero</a>
Stripe	Online payments	<a href="#">Stripe</a>

We may also share your personal data with third parties if we are required to do so by law or contract, to respond to legal process, to protect our customers or staff, to protect lives, to complete a transaction, or to protect the rights or property of The Green Register.

Our key partners:



## Use of cookies on our website

Most websites you visit will use cookies to help customise your experience. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site. We use cookies on our website to support your use of certain features. However, no personally identifiable data is associated with these cookies, and we do not automatically log personal data.

Name	Format	Expires	Reason used
has_js	Boolean	Session	This is used by our content management system to serve enhanced page functionality for users with JavaScript enabled.
_ga	Boolean	2 years	We use Google Analytics to provide information about how visitors use the site, to help improve user experience.
_gat	Numeric String	2 years	We use Google Analytics to provide information about how visitors use the site, to help improve user experience.

## Third party cookies

We sometimes embed video content and photos from websites such as YouTube Pages with this embedded content may present cookies from these websites. Similarly, when you use one of the share buttons on our website, a cookie may be set by the service you have chosen to share content through. You should check the relevant third-party website for more information about these cookies.

## How to manage cookies

If you wish to restrict, block, or delete cookies from our website - or any other website - you can use your browser to do this. Each browser is different so check the 'Help' menu of your browser to learn how to change your cookie preferences. Please bear in mind that if you do this, certain personalised features of this website cannot be provided to you.

## Privacy Support

If you have any comments on our privacy policy, please contact us using the following email address: [dataprotection@greenregister.org.uk](mailto:dataprotection@greenregister.org.uk)

## Futureproof Privacy Policy

Our privacy policy aligns with the policy of Futureproof, our partner organisation. You can see how Futureproof look after your information in their [privacy policy](#).

## How to complain

You can also complain to the ICO if you are unhappy with how we have used your data. Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Helpline number: 0303 123 1113.

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