



## Engain Privacy Notice

### Entrusted

Thanks for checking out our privacy notice. We take your trust in us seriously and we are committed to protecting your information. We most certainly do not sell or trade any of your information to third parties or other companies. We have produced our Privacy Notice in consideration of the new EU General Data Protection Regulations (GDPR) and followed the Information Commissioner's Office (ICO) guidelines.

This Notice gives you information on what data we hold about you, how we use your data, whether we share your data with anyone else, how we ensure your data is held safely and securely and for how long, and who to contact if you would like us to make any changes.

### What data do we collect and for what purpose?

Communication data includes any communication that you send to us either through the contact form on our website, through email, text, social media messaging and posting or any other form of communication. We process this data for the purposes of communicating with you, for record keeping and for the pursuance or defence of legal claims.

### When you contact us:

If you contact Environmental Gain Ltd (Engain) directly we will collect some information such as your name, company address, telephone number and email address. We will retain this on a spreadsheet or electronically so that we can communicate with you and conduct our business with or for you. If we have financial transactions with you we only hold this sensitive data on our secure password protected accounting software or encrypted software.

### When you visit our website:

When you visit our [www.engain.com](http://www.engain.com) website we use a third party service, Google Analytics, to collect standard internet log information and details of your visitor behaviour patterns. This helps us understand the number of visits to various parts of our website. The information does not identify anyone and we do not make (or allow Google to make) any attempt to identify visitors.

Please visit <https://www.engain.com/cookie-policy/> to see how we use cookies on our website.

## **Mailing lists:**

If you sign up for our mailing lists, we collect your information so that we can update you periodically about our services or latest news that could be relevant to you. We never sell, rent or trade email lists to other organisations or businesses.

We also use the email provider MailChimp to deliver our mailers. This gives us feedback on email opening and clicks using industry standard technologies to help us monitor and improve our mailers. You can read MailChimp's Privacy Notice here: <https://mailchimp.com/legal/privacy/>

You can unsubscribe to our mailers anytime by clicking the unsubscribe link or by emailing us at [enquiries@engain.com](mailto:enquiries@engain.com).

## **How else do we use your data?**

We use your data primarily to carry out our environmental consultancy services with or for you.

Names, email addresses and telephone numbers that you provide are used to contact you and your employees or representatives regarding your business enquiries or to discuss/update you on any work we may be carrying out for you.

## **Do we share your data?**

We may have to share you data with the following third parties:

- Service providers who provide IT and system administration services
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities.

## **International Transfers**

Countries outside of the European Economic Area (EEA) do not always offer the same levels of protection to your personal data, so European law has prohibited transfers of personal data outside the EEA unless the transfer meets certain criteria.

Whenever we transfer your personal data out of the EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is in place:

- We will only transfer your personal data to countries the European Commission (EC) have approved as providing an adequate level of

protection for personal data such as US based companies that are part of the EU-US Privacy Shield.

- Where we use certain service providers , we may use specific contracts or codes of conduct or certification mechanisms approved by the EC which give personal data the same protection it has in Europe.

We will never share data with any other companies (other than those mentioned above) or individuals without seeking your consent first.

### **How do we ensure the safety of your data?**

All sensitive data is stored safely on a password protected computer, smartphone or server. Any financial details are encrypted and securely saved on our password protected accounting system.

Sensitive data is maintained on this system whilst we are conducting business with you, or for six years before it is deleted.

You have the right to view, amend or request for your data to be deleted, in which case this is destroyed and evidence of this destruction can be sent to you on request.

### **Next update to our policy**

This policy Notice was written in May 2018. We will review our policy again in 12 months, but assure you that if any regulations change we will be quick to ensure we are up to date to protect your information.

### **Enquire**

If you have any questions or queries about any of the above please contact us at [enquires@engain.com](mailto:enquires@engain.com) or telephone [01225 459 564](tel:01225459564).

with kind regards

