

Privacy Policy for Carbon ThreeSixty Website

Last Updated: 28/03/25

1. Introduction

Carbon ThreeSixty ("we", "us", or "our") is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy describes how we collect, use, and disclose personal information when you visit our website [Insert Website Address] (the "Website").

Carbon ThreeSixty is a company registered in England and Wales with company number 10854957 and its registered office at Carbon ThreeSixty, Unit 1, The Hub, Bumpers way, Chippenham, SN14 6LH ("we", "us", or "our").

2. What Personal Information We Collect

We may collect and process the following types of personal information about you:

- **Information you provide directly:**
 - **Contact Information:** When you contact us through the Website (e.g., via contact forms, email), we may collect your name, email address, phone number, company name, and any other information you choose to provide.
 - **Account Information:** If you create an account on our Website (if applicable), we may collect your username, password, and other profile details.
 - **Marketing Preferences:** Information about your preferences for receiving marketing communications from us.
 - **Job Applications:** If you apply for a job through our Website, we may collect your CV, cover letter, and other information you provide as part of your application.
 - **Orders and Purchases:** If you purchase products or services through our Website (if applicable), we may collect your billing and shipping address, payment information, and details of your order.
 - **Feedback and Surveys:** Information you provide when participating in surveys or giving us feedback.
- **Information we collect automatically:**
 - **Technical Information:** When you visit our Website, we may automatically collect certain technical information about your device and browsing activities, including your IP address, browser type, operating system, device identifiers, referring URLs, pages visited, and the dates and times of your visits.
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- **Cookies and Similar Technologies:** We use cookies and other similar tracking technologies to collect information about your browsing behaviour on our Website.

3. How We Use Your Personal Information

We may use your personal information for the following purposes:

- **To provide and improve our Website and Services:** To operate, maintain, and improve the functionality and user experience of our Website.
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- **To respond to your enquiries:** To communicate with you and respond to your requests, questions, or feedback.
- **To manage your account:** To create and manage your account on our Website (if applicable).
- **To process orders and provide customer support:** To process your orders, arrange delivery, and provide you with customer support.
- **To send you marketing communications:** With your consent (where required by law), we may send you promotional emails about our products, services, news, and events that we think may be of interest to you. You can opt-out of receiving these communications at any time by following the unsubscribe instructions in the email or by contacting us.
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- **To process job applications:** To assess your application for employment and communicate with you about job opportunities.
- **To personalise your experience:** To tailor the content and information displayed on our Website to your interests and preferences.
- **For security purposes:** To protect our Website and users from fraud, unauthorised access, and other illegal activities.
- **To comply with legal obligations:** To comply with applicable laws, regulations, and legal processes.
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- **For analytics and research:** To analyse how our Website is used and to conduct research to improve our services and offerings.

4. Legal Basis for Processing Your Personal Information

Our legal basis for processing your personal information will depend on the specific context in which we collect it. Generally, we will process your personal information based on one or more of the following legal grounds:

- **Your Consent:** Where you have given us your explicit consent to process your personal information for a specific purpose (e.g., for marketing communications). You have the right to withdraw your consent at any time.

- **Performance of a Contract:** Where the processing is necessary for the performance of a contract we have with you or to take steps at your request before entering into a contract (e.g., processing your order).
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- **Legitimate Interests:** Where the processing is necessary for our legitimate interests or the legitimate interests of a third party, provided that your interests and fundamental rights do not override those interests (e.g., improving our Website, security purposes, direct marketing where permitted by law).
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- **Compliance with a Legal Obligation:** Where the processing is necessary for us to comply with a legal obligation to which we are subject.

5. How We Share Your Personal Information

We may share your personal information with the following categories of recipients:

- **Service Providers:** We may engage third-party service providers to perform functions on our behalf, such as website hosting, data analysis, email marketing, payment processing, and customer support. These service providers will have access to your personal information only to the extent necessary to perform their services and are contractually obligated to protect your information.
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- **Business Partners:** We may share information with trusted business partners where it is necessary to provide you with a product or service you have requested or where we have a legitimate business interest in doing so.
- **Affiliates:** We may share your information with our affiliates within the Carbon ThreeSixty group for internal business purposes.
- **Legal Authorities:** We may disclose your personal information to law enforcement agencies, regulatory bodies, or other governmental authorities if required by law or legal process, or if we believe in good faith that such disclosure is necessary to protect our rights, property, or safety, or the rights, property, or safety of others.
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- **In Connection with a Business Transfer:** In the event of a merger, acquisition, sale of assets, or other business transaction, your personal information may be transferred to the acquiring entity or other third party involved in the transaction.
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- **With Your Consent:** We may share your information with third parties if you have given us your explicit consent to do so.

6. International Transfers of Your Personal Information

As a global website, the personal information we collect from you may be transferred to and stored in countries outside of the UK and the European Economic Area (EEA). These countries may have data protection laws that are different from the laws in your country. Where we transfer your personal information outside of the UK and EEA, we will ensure that appropriate

safeguards are in place to protect your information in accordance with applicable data protection laws. These safeguards may include the use of Standard Contractual Clauses approved by the relevant authorities.

7. Security of Your Personal Information

We have implemented appropriate technical and organisational measures to protect your personal information against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access. These measures include [Describe specific security measures you take, e.g., encryption, firewalls, access controls]. However, please note that no method of transmission over the internet or method of electronic storage is completely secure, and we cannot guarantee the absolute security of your personal information.

8. How Long We Keep Your Personal Information

We will retain your personal information for as long as necessary to fulfil the purposes for which it was collected, as described in this Privacy Policy, or as required by applicable laws and regulations. The specific retention period will depend on the type of personal information and the purpose for which it is processed. For example, we may retain customer data for as long as you have an account with us or as needed to provide you with the services you have requested, and for a reasonable period thereafter to handle any queries or legal obligations. We will securely delete or anonymise your personal information when it is no longer needed for these purposes.

9. Your Rights Under Data Protection Law

Under the UK GDPR and the Data Protection Act 2018, you have certain rights regarding your personal information, including:

- **The right to access:** You have the right to request access to the personal information we hold about you and to receive a copy of it.
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- **The right to rectification:** You have the right to request that we correct any inaccurate or incomplete personal information we hold about you.
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- **The right to erasure ("right to be forgotten"):** In certain circumstances, you have the right to request that we erase your personal information.
- **The right to restriction of processing:** In certain circumstances, you have the right to request that we restrict the processing of your personal information.
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- **The right to data portability:** You have the right to receive the personal information you have provided to us in a structured, commonly used, and machine-readable format and to transmit that data to another controller.
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- **The right to object:** You have the right to object to the processing of your personal information in certain circumstances, including for direct marketing purposes.
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- **Rights in relation to automated decision-making and profiling:** You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you, unless there is a lawful basis for such processing.
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- **The right to withdraw consent:** If we are processing your personal information based on your consent, you have the right to withdraw your consent at any time.
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10. How to Exercise Your Rights

If you would like to exercise any of your rights under data protection law, please contact us using the contact details provided in Section 13 below. We may ask you to verify your identity before responding to your request. We will aim to respond to your request within one month. If we are unable to comply with your request within this timeframe, we will inform you of the reasons for the delay and when we expect to be able to provide a full response.

11. Complaints

If you have any concerns about how we have processed your personal information, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. You can contact the ICO at:

Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF
 Website: <https://www.ico.org.uk> Helpline number: 0303 123 1113

We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

12. Links to Other Websites

Our Website may contain links to other websites that are not operated by us. This Privacy Policy does not apply to these other websites, and we are not responsible for their privacy practices. We encourage you to review the privacy policies of any third-party websites you visit.

13. Contact Us

If you have any questions or concerns about this Privacy Policy or our data processing practices, please contact us at:

If you have any questions about these Terms, please contact us at:

Carbon ThreeSixty, Unit 1, The Hub, Bumpers way, Chippenham, SN14 6LH

info@carbonthreesixty.com

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our data processing practices or legal requirements. We will post any changes on this page and update the "Last Updated" date at the top of the policy. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your personal information. Significant changes to this policy will be notified more prominently where appropriate.
