

DATA PRIVACY SUMMARY

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

Who are we?

We are Oakdene Hollins Limited

Registered Office Address	Ardenham Court, Oxford Road, Aylesbury, HP19 8HT
Company Number	02937129
VAT Registration Number	630877134
Contact	dataprivacyteam@oakdenehollins.com

- Oakdene Hollins takes data protection seriously.
- We keep to a minimum the information we hold about you.
- We use your data to provide our services to you, respond to your enquiries, manage our relationship with you, meet our legal obligations, and improve our website.
- We delete your data when it is no longer needed for these things.
- Generally, we do not give your information to third parties, but there are some exceptions.
- You have privacy rights.
- We are happy to talk to you about how we process and protect your data. You can contact us by emailing us at dataprivacyteam@oakdenehollins.com

Tell me more

To see more about how we use your personal data, read the notice or notices which apply best to your relationship with us:

- I am just looking at your website (see the [Website Visitor](#) privacy notice)
- I am a client (see the [Client](#) privacy notice)
- I am a potential client (see the [Prospective Client](#) privacy notice)
- I am an employee, a potential employee or an applicant (see the [Employee](#) privacy notice)
- I am a supplier (see the [Supplier](#) privacy notice)
- I am a subcontractor (see the [Subcontractor](#) privacy notice)
- I am an associate (see the [Associate](#) privacy notice)

For additional information please contact:

dataprivacyteam@oakdenehollins.com

Oakdene Hollins, Ardenham Court, Oxford Road, Aylesbury, Buckinghamshire HP19 8HT, UK

Website Visitor Privacy Notice

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

If you are just visiting our website, then this information applies to you.

What data we hold

Details of the technical personal data that we process if you use our website are given below:

- We generate log files from various servers when you visit our website: this will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website or related online services.
- Our website, like many others, uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google can provide [more details about its cookies](#).

Using your information

Technical data:

- If you visit our website then we use the logs from our servers to assist in our firm's security, as well as to determine visitor behaviour and help us plan our strategy (such as working out which pages on the site are most popular, or whether particular events have caused an increase in traffic).
- The basis for processing this is that we have legal and regulatory obligations to protect the visitors to our website and their information. When used for strategy planning, we do this under legitimate interest.
- We use cookies to improve your experience of our website, such as to keep you logged in.

Transfers of your data

We only transfer data to outside the EEA if it is to a country or organisation that is deemed by the EU to have adequate protection of data. For example, our cloud data providers in the USA are all signed up to [the Privacy Shield](#).

Like many EU businesses, if we use Mailchimp to send you a marketing email and/or newsletter we transfer data to Mailchimp who act as a processor; they also act as a controller for some of your data once this is passed to them. We recommend that you read [their privacy policy](#) to understand exactly what they do with this data, and see how you can opt out of them using your data for analytics purposes.

We are aware that Mailchimp expects us to have obtained permission for your data to be used this way, but we do not believe that we are in a position to get consent on behalf of another company when we have no control over how they use the data.

Third parties

As a general principle, we will not transfer your personal data to third parties without your permission, but a small number of companies that provide services to us are our processors, and we have confirmed that they all meet the requirements of the GDPR.

Technical security

Oakdene Hollins operates its data security policies in accordance with the requirements of Cyber Essentials accreditation.

Your rights

When we process your data you have rights as a data subject. The relevant rights are that you may:

- Request a copy of your personal data and information about our processing of it.
- Request that we delete information on you, if we do not need to hold it.

If you want to exercise any of these rights, please email us on dataprivacyteam@oakdenehollins.com

You also have the right to lodge a complaint about our processing with a supervisory authority. In the UK that is the ICO whose details are: <https://ico.org.uk/global/contact-us/postal-addresses/>

Contact us:

If you want to talk to us about this, please email dataprivacyteam@oakdenehollins.com

Client Privacy Notice

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

If you are already one of our clients, then this information applies to you.

What data we hold

As one of our clients, we will hold the following personal information about you for the length of time that we consider you to be an 'existing customer'. Due to the nature of the service we offer, we consider an 'existing customer' to be one that has transacted with us in the last 10 years.

- We will keep the information that is needed to fulfil our contract with you. This will be your contact details, as we need to know who you are and we need to invoice you.
- Technical personal data is also captured if you use the website.

Details of the technical personal data that we process if you use our website are given below:

- We generate log files from various servers when you visit our website: these will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website or related online services.
- Our website, like many others, uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google can provide [more details about its cookies](#).

Using your information

Managing our relationship with you:

- We use your contact information to maintain our side of the contract with you and to work with you during the course of business. This is a legitimate thing for us to do.
- We will use your contact details, including your LinkedIn profile, to stay in touch with you during the course of everyday business and to manage our relationship with you.
- We also hold contact details to let you know about other services we offer that we think will be of interest to you. We do this because we think you would benefit from this, and we might too. We will always give you the option to opt out of receiving marketing emails from us and, if you do that, we promise we won't send you marketing emails again. This is a legitimate thing for a business to do.
- We keep a record of communications, so that we know what we have said to whom. This is a legitimate thing for a business to do.

Technical data:

- If you visit our website then we use the logs from our servers to assist in our firm's security, as well as to determine visitor behaviour and help us plan our strategy (such as working out which pages on the site are most popular, or whether particular events have caused an increase in traffic).
- The basis for processing this is that we have legal and regulatory obligations to protect our clients and their information. When used for strategy planning, we do this under legitimate interest.
- We use cookies to improve your experience of our website, such as to keep you logged in.

Transfers of your data

We only transfer data to outside the EEA if it is to a country or organisation that is deemed by the EU to have adequate protection of data. For example, our cloud data providers in the USA are all signed up to [the Privacy Shield](#).

Like many EU businesses, if we use Mailchimp to send you a marketing email and/or newsletter we transfer data to Mailchimp who act as a processor; they also act as a controller for some of your data once this is passed to them. We recommend that you read [their privacy policy](#) to understand exactly what they do with this data, and see how you can opt out of them using your data for analytics purposes. We are aware that Mailchimp expects us to have obtained permission for your data to be used this way, but we do not believe that we are in a position to get consent on behalf of another company when we have no control over how they use the data.

Retention periods

We hold your data for as long as we have a relationship with you or think you might want to buy products or services from us, or unless we are required by law to hold it for longer (for example, for litigation).

Third parties

As a general principle we will not transfer your personal data to third parties without your permission, but we do have a small number of companies providing services to us (such as cloud service providers) that are our processors, and we have confirmed that they all meet the requirements of the GDPR.

Technical security

Oakdene Hollins operates its data security policies in accordance with the requirements of Cyber Essentials accreditation.

Your rights

You have lots of rights in respect of our processing of your personal data. The relevant rights are that you may:

- Request a copy of your personal data and information about our processing of it.
- Request that we delete information on you, if we do not need to hold it.
- Request that we correct any personal data that we hold on you.
- Request that we stop processing your data, for certain things (e.g. marketing), although we may still hold it.
- Request that we move your data to another organisation's IT system electronically.

If you want to exercise any of these rights, please contact dataprivacyteam@oakdenehollins.com

You also have the right to lodge a complaint about our processing with a supervisory authority. In the UK that is the ICO whose details are: <https://ico.org.uk/global/contact-us/postal-addresses/>

Contact us:

If you want to talk to us about this, please email dataprivacyteam@oakdenehollins.com

Prospective Client Privacy Notice

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

If you could be in the market for our services, then this information applies to you.

What data we hold

As one of our potential clients, we will have collated information about you when we met at networking events/industry conferences/technical forums etc or through personal introductions. You may also have submitted it via our website. We hold the following information:

- Name and contact details.
- Job role.
- Technical details if you have used our website.

Details of the technical personal data that we process if you use our website are given below:

- We generate log files from various servers when you visit our website: these will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website or related online services.
- Our website, like many others, uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google can provide [more details about its cookies](#).

Using your information

We hold this data under legitimate interest; we believe that you would be interested in the services that we offer by virtue of the means by which we gained the data.

- If we contact you using these details, we will always abide by the Privacy and Electronic Communications Regulations which means we will only phone you if you are not on a suppression list.
- If you are a corporation then we will use your email to advise you of our services that you may be interested in. (You can opt out of these at any time, either by clicking the link in the email or by emailing the team at dataprivacyteam@oakdenehollins.com).
- If you are a sole proprietor or partner, then we will only email you for marketing purposes if we have your explicit consent to do so, or if you are an existing customer.
- If you give us a ring or make contact by email, we will follow up on your enquiry and see if there is a way in which we can help you. We keep a record of enquiries received, so that we know what we have said to whom.

Transfers of your data

We only transfer data to outside the EEA if it is to a country or organisation that is deemed by the EU to have adequate protection of data. For example, our cloud data providers in the USA are all signed up to [the Privacy Shield](#).

Like many EU businesses, if we use Mailchimp to send you a marketing email and/or newsletter we transfer data to Mailchimp who act as a processor; they also act as a controller for some of your data once this is passed to them. We recommend that you read [their privacy policy](#) to understand exactly what they do with this data, and see how you can opt out of them using your data for analytics purposes. We are aware that Mailchimp expects us to have obtained permission for your data to be used this way, but we do not believe that we are in a position to get consent on behalf of another company when we have no control over how they use the data.

Retention periods

We hold your data for as long as we have a relationship with you or think you might want to buy products or services from us.

Third parties

As a general principle we will not transfer your personal data to third parties without your permission, but we do have a small number of companies providing services to us (such as cloud service providers) that are our processors, and we have confirmed that they all meet the requirements of the GDPR.

Technical security

Oakdene Hollins operates its data security policies in accordance with the requirements of Cyber Essentials accreditation.

Your rights

You have lots of rights in respect of our processing of your personal data. The relevant rights are that you may:

- Request a copy of your personal data and information about our processing of it.
- Request that we delete information on you, if we do not need to hold it.
- Request that we correct any personal data that we hold on you.
- Request that we stop processing your data, for certain things (e.g. marketing), although we may still hold it.
- Request that we move your data to another organisation's IT system electronically.
- Withdraw consent by opting out.

If you want to exercise any of these rights, please email us on dataprivacyteam@oakdenehollins.com

You also have the right to lodge a complaint about our processing with a supervisory authority. In the UK that is the ICO whose details are: <https://ico.org.uk/global/contact-us/postal-addresses/>

Contact us:

If you want to talk to us about this, please email dataprivacyteam@oakdenehollins.com

Employee Privacy Notice

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

Employee or Potential Employee Privacy Notice

If you are an employee, please refer to our employee handbook for information about how we use your personal data, or email the team on dataprivacyteam@oakdenehollins.com

If you are a potential employee, please email dataprivacyteam@oakdenehollins.com for further information.

If you have applied for a job with us, then we will hold the following information until such time as your application for a specific role is either successful or unsuccessful:

- The information that you provided on your CV or application form. This information is held with the potential intention of starting a contract with you.
- If you attend an interview, we will hold interview notes. This is a legitimate thing for us to do and ensures that we make correct and unbiased decisions on the best candidate.
- If your application is successful, then your data is processed as per the Fair Processing Notice available in the employee handbook.
- If your application is unsuccessful then your CV and interview notes will be stored for 12 months in case there are any disputes on either side, or in case that particular role becomes vacant again. This is a legitimate thing for a business to do.
- If you telephone us or make contact by email, we will follow up on your enquiry and see whether there is a way in which we can help you. We keep a record of enquiries received, so that we know what we have said to whom. This is a legitimate thing for a business to do.

Details of the technical personal data that we process if you use our website is below:

- We generate log files from various servers when you visit our website: this will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website or related online services.
- Our website, like many others, uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google can provide [more details about its cookies](#).

Contact us:

If you want to talk to us about this, please email dataprivacyteam@oakdenehollins.com

Supplier Privacy Notice

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

If you one of our suppliers, then this information applies to you.

What data we hold

We may hold the following information about you:

- Your personal name and work contact information.
- Your payment details.
- Technical details if you have used our website.

Details of the technical personal data that we process if you use our website are given below:

- We generate log files from various servers when you visit our website: these will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website or related online services.
- Our website, like many others, uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google can provide [more details about its cookies](#).

Using your information

Managing our relationship with you:

- We will use your data to manage our relationship with you, to enquire about/buy products and services from you, and to pay you.
- We need to use your details to enter into and perform contracts with you, as well as to keep track of what we have agreed – a legitimate thing for a business to do.
- We keep a record of communications so that we know what we have said to whom. It is legitimate for us to keep track of what was said so we can understand further business needs and plan our strategy accordingly.

Technical data:

- If you visit our website then we use the logs from our servers to assist in our firm's security, as well as to determine visitor behaviour and help us plan our strategy (such as working out which pages on the site are most popular, or whether particular events have caused an increase in traffic).
- The basis for processing this is that we have legal and regulatory obligations to protect our suppliers and their information. When used for strategy planning, we do this under legitimate interest.

- We use cookies to improve your experience of our website, such as to keep you logged in.

Transfers of your data

We only transfer data to outside the EEA if it is to a country or organisation that is deemed by the EU to have adequate protection of data. For example, our cloud data providers in the USA are all signed up to [the Privacy Shield](#).

Like many EU businesses, if we use Mailchimp to send you a marketing email and/or newsletter we transfer data to Mailchimp who act as a processor; they also act as a controller for some of your data once this is passed to them. We recommend that you read [their privacy policy](#) to understand exactly what they do with this data, and see how you can opt out of them using your data for analytics purposes. We are aware that Mailchimp expects us to have obtained permission for your data to be used this way, but we do not believe that we are in a position to get consent on behalf of another company when we have no control over how they use the data.

Retention periods

We hold your data for as long as we have a relationship with you or think we might want to buy products or services from you, or unless we are required by law to hold it for longer (for example, for litigation).

Third parties

A small number of companies that provide services to us are our processors and, in line with our obligations, we have confirmed that they all meet the requirements of the GDPR.

Technical security

Oakdene Hollins operates its data security policies in accordance with the requirements of Cyber Essentials accreditation.

Your rights

As a supplier you have rights in respect of our processing of your personal data. The relevant rights are that you may:

- Request a copy of your personal data and information about our processing of it.
- Request that we delete information on you, if we do not need to hold it.
- Request that we correct any personal data that we hold on you.
- Request that we stop processing your data, although we may still hold it.
- Request that we move your data to another organisation's IT system electronically.

If you want to exercise any of these rights, please email us on dataprivacyteam@oakdenehollins.com

You also have the right to lodge a complaint about our processing with a supervisory authority. In the UK that is the ICO whose details are: <https://ico.org.uk/global/contact-us/postal-addresses/>

Contact us:

If you want to talk to us about this, please email dataprivacyteam@oakdenehollins.com

Subcontractor Privacy Notice

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

If you are sub-contracted to work with us, then this information applies to you.

What data we hold

We may hold the following information about you:

- Your name and contact information.
- Your payment details.
- Your CV and work history details.
- Your photo.
- Technical details if you have used our website.

Details of the technical personal data that we process if you use our website are given below:

- We generate log files from various servers when you visit our website: these will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website or related online services.
- Our website, like many others, uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google can provide [more details about its cookies](#).

Using your information

Managing our relationship with you:

- We will use your data to manage our relationship with you, and to fulfil our contractual obligations, including paying you.
- We use your work biography details and photos to provide to clients that you will be working with – a legitimate thing for a business to do.
- We keep a record of communications, so that we know what we have said to whom. It is legitimate for us to keep track of what was said so we can understand further business needs and plan our strategy accordingly.

Technical data:

- If you visit our website then we use the logs from our servers to assist in our firm's security, as well as to determine visitor behaviour and help us plan our strategy (such as working out which pages on the site are most popular, or whether particular events have caused an increase in traffic).

- The basis for processing this is that we have legal and regulatory obligations to protect our suppliers and their information. When used for strategy planning, we do this under legitimate interest.
- We use cookies to improve your experience of our website, such as to keep you logged in.

Transfers of your data

We only transfer data to outside the EEA if it is to a country or organisation that is deemed by the EU to have adequate protection of data. For example, our cloud data providers in the USA are all signed up to [the Privacy Shield](#).

Like many EU businesses, if we use Mailchimp to send you a marketing email and/or newsletter we transfer data to Mailchimp who act as a processor; they also act as a controller for some of your data once this is passed to them. We recommend that you read [their privacy policy](#) to understand exactly what they do with this data, and see how you can opt out of them using your data for analytics purposes. We are aware that Mailchimp expects us to have obtained permission for your data to be used this way, but we do not believe that we are in a position to get consent on behalf of another company when we have no control over how they use the data.

Retention periods

We will hold your details for as long as we have a contract with you or for as long as we feel there is potential for you to be working alongside us. We review your details annually.

Third parties

As a general principle we will not transfer your personal data to third parties without your permission, but we do have a small number of companies providing services to us (e.g. cloud service providers) that are our processors, and we have confirmed that they all meet the requirements of the GDPR.

Technical security

Oakdene Hollins operates its data security policies in accordance with the requirements of Cyber Essentials accreditation.

Your rights

As a subcontractor, you have rights in respect of our processing of your personal data. The relevant rights are that you may:

- Request a copy of your personal data and information about our processing of it.
- Request that we delete information on you, if we do not need to hold it.
- Request that we correct any personal data that we hold on you.
- Request that we stop processing your data, although we may still hold it.
- Request that we move your data to another organisation's IT system electronically.

If you want to exercise any of these rights, please email us on dataprivacyteam@oakdenehollins.com. You also have the right to lodge a complaint about our processing with a supervisory authority. In the UK that is the ICO whose details are: <https://ico.org.uk/global/contact-us/postal-addresses/>

Contact us:

If you want to talk to us about this, please email dataprivacyteam@oakdenehollins.com

Associate Privacy Notice

Oakdene Hollins is a science-led, circular economy consultancy that delivers creative, strategic and practical solutions to clients aiming to be sustainability leaders in their field

If you are one of our associates, then this information applies to you.

What data we hold

We may hold the following information about you:

- Your name and contact information.
- Your payment details.
- Your CV and work history details.
- Your photo.
- Technical details if you have used our website.

Details of the technical personal data that we process if you use our website are given below:

- We generate log files from various servers when you visit our website: these will include an IP address assigned to you or, more likely, to someone who provides you with Internet access.
- Unless you have adjusted your web browser settings (if and where possible) to refuse cookies, our system will issue cookies as soon as you visit our website or related online services.
- Our website, like many others, uses Google Analytics, a web analytics tool provided by Google, to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Google can provide [more details about its cookies](#).

Using your information

Managing our relationship with you:

- We will use your data to manage our relationship with you, and to fulfil our contractual obligations, including paying you.
- We use your work biography details and photos to provide to clients that you will be working with, and to display on our website – a legitimate thing for a business to do.
- We keep a record of communications, so that we know what we have said to whom. It is legitimate for us to keep track of what was said so we can understand further business needs and plan our strategy accordingly.

Technical data:

- If you visit our website then we use the logs from our servers to assist in our firm's security, as well as to determine visitor behaviour and help us plan our strategy (such as working out which pages on the site are most popular, or whether particular events have caused an increase in traffic).

- The basis for processing this is that we have legal and regulatory obligations to protect our suppliers and their information. When used for strategy planning, we do this under legitimate interest.
- We use cookies to improve your experience of our website, such as to keep you logged in.

Transfers of your data

We only transfer data to outside the EEA if it is to a country or organisation that is deemed by the EU to have adequate protection of data. For example, our cloud data providers in the USA are all signed up to [the Privacy Shield](#).

Like many EU businesses, if we use Mailchimp to send you a marketing email and/or newsletter we transfer data to Mailchimp who act as a processor; they also act as a controller for some of your data once this is passed to them. We recommend that you read [their privacy policy](#) to understand exactly what they do with this data, and see how you can opt out of them using your data for analytics purposes. We are aware that Mailchimp expects us to have obtained permission for your data to be used this way, but we do not believe that we are in a position to get consent on behalf of another company when we have no control over how they use the data.

Retention periods

We will hold your details for as long as we have a contract with you or for as long as we feel there is potential for you to be working alongside us.

Third parties

We do have a small number of companies providing services to us, including you. Where these are our processors we have confirmed that they all meet the requirements of the GDPR.

Technical security

Oakdene Hollins operates its data security policies in accordance with the requirements of Cyber Essentials accreditation.

Your rights

As an associate, you have rights in respect of our processing of your personal data. The relevant rights are that you may:

- Request a copy of your personal data and information about our processing of it.
- Request that we delete information on you, if we do not need to hold it.
- Request that we correct any personal data that we hold on you.
- Request that we stop processing your data, although we may still hold it.
- Request that we move your data to another organisation's IT system electronically.

If you want to exercise any of these rights, please email us on dataprivacyteam@oakdenehollins.com

You also have the right to lodge a complaint about our processing with a supervisory authority. In the UK that is the ICO whose details are: <https://ico.org.uk/global/contact-us/postal-addresses/>

Contact us:

If you want to talk to us about this, please email dataprivacyteam@oakdenehollins.com
