

Privacy Policy

Introduction

Green Frog Operations Ltd is dedicated to safeguarding and preserving your privacy when visiting our site or communicating electronically with us

This Privacy Policy, together with our terms of use, explains what happens to any personal data that you provide to us, or that we collect from you when you are on this site.

We do update this Policy from time to time so please do return and review this policy regularly.

Information We Collect

In operating our website, we may collect and process the following data about you:

- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- Information that you provide by filling in forms on our website, such as when you register for information.
- Information provided to us when you communicate with us for any reason.

Use of Cookies

We may on occasion gather information regarding your computer whilst you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website to our advertisers where appropriate. Such information will not identify you personally, it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

Similarly, to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. This cookie file is stored on the hard drive of your computer as cookies contain information that is transferred to your computer's hard drive. They help us to improve our website and the service that we provide to you.

All computers have the ability to decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies; you may be unable to access particular parts of our website.

Our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our website.

For further information, please review our Cookies Policy.

Use of Your Information

The information that we collect and store relating to you is primarily used to enable us to provide our services to you. In addition, we may use the information for the following purposes:

- To provide you with the information requested from us, relating to our products or services.
- To provide information on other products which we feel may be of interest to you, where you have consented to receive such information.
- To meet our contractual commitments to you.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.

Privacy Policy

If you are an existing customer, we may contact you with information about goods and services similar to those which were the subject of a previous sale to you.

With your consent, we may use your data, or permit selected third parties to use your data, so that you can be provided with information about unrelated goods and services which we consider may be of interest to you. We or they may contact you about these goods and services by any of the methods that you consented at the time your information was collected.

If you are a new customer, we will only contact you or allow third parties to contact you only when you have provided consent and only by those means you provided consent.

If you do not want us to use your data for our or third parties, you will have the opportunity to withhold your consent to this when you provide your details to us on the form on which we collect your data. You can change your preferences at any time by emailing help@greenfrogoperations.co.uk.

Please be advised that we do not reveal information about identifiable individuals to our advertisers, but we may, on occasion, provide them with aggregate statistical information about our visitors.

Storing Your Personal Data

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered on our site will be encrypted to ensure its safety.

We only hold data if we have a lawful basis for doing so, we keep that data confidential and secure.

We use it only for authorised purpose(s)

Any data we hold is:

- (a) **adequate**
- (b) **relevant**
- (c) **not excessive**
- (d) **accurate, and**
- (e) **up-to-date**

We do not keep data for longer than is necessary.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically, transmission of such data is therefore entirely at your own risk. Where we may give you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

Disclosing Your Information

Where applicable, we may disclose your personal information to any member of our group. This includes, where applicable, our subsidiaries, our holding companies and its other subsidiaries (if any).

We may also disclose your personal information to third parties:

- Where we sell any or all of our business and/or our assets to a third party.
- Where we are legally required to disclose your information.
- To assist fraud protection and minimise credit risk.

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Third-Party Links

You might find links to third-party websites on our website. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

Your rights

The right to be informed

You will be informed about the collection and use of your personal data in the relevant areas of our site, i.e., contact forms etc.

The right of access

You have the right to access your personal data that we store, and any supplementary information. The right of access allows individuals to be aware of and verify the lawfulness of the processing.

The right to rectification

You have the right to have inaccurate personal data rectified, or completed if it is incomplete. You can request this rectification verbally or in writing, and we will respond within the allowed one calendar month. In certain circumstances, we may refuse a request for rectification, at which point we will inform you as to why your request was denied.

The right to erasure

You have the right to request that your personal data be erased. You can make this request either verbally or in writing. As with the right to rectification, we will respond to your request within the allowed one calendar month. However, this right is not absolute and only applies in certain circumstances.

The right to restrict processing

You have the right to request the restriction or suppression of your personal data. This is not an absolute right and only applies in certain circumstances. When processing is restricted, we retain the right to store personal data, but not to use it. The request to restrict processing can be made either verbally or in writing, and we will respond within the allowed one calendar month.

The right to data portability

This allows you to obtain and reuse your personal data for your own purposes across different services. It allows you to move, copy or transfer data easily from one IT environment to another in a safe and secure way, without hindrance to usability.

The right to object

You have the right to object to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority, direct marketing, and processing for purposes of scientific/historical research and statistics.

Contacting Us

We welcome any queries, comments, or requests you may have regarding this Privacy Policy. Please do not hesitate to contact us using any of the methods on our contact page.