

# Introduction

This privacy notice describes how and why Shedload of Greens (from here on referred to as “us”, “we”, or “our”) processes your personal information. It also explains your data protection rights relating to the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

By using our website, [www.shedloadofgreens.co.uk](http://www.shedloadofgreens.co.uk), you agree to the collection and processing of your personal information in accordance with this policy.

We reserve the right to make amendments to privacy notice at any time. It is recommended that you consult this privacy notice when you visit our website to familiarise yourself with any changes.

Last updated: 15 March 2025

## What information we collect and why

**We collect or use the following information to provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)

**We collect or use the following information for service updates or marketing purposes:**

- Names and contact details
- Marketing preferences

**We collect all personal information directly from you:**

- Information you give us when you contact us or purchase our goods
- Information we collect when you use our website (e.g., cookies)

We do not knowingly collect personal information from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has provided us with personal data, please contact us. If we become aware that we have collected personal data from anyone under the age of 18, we will take steps to remove that information from our systems.

## Lawful Basis

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR.

**Our lawful basis for collecting or using personal information to provide services and goods is:**

- **Contract:** we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

**Our lawful basis for collecting or using personal information for service updates or marketing purposes is:**

- **Consent:** we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

You can find out more about lawful basis and the exemptions which may apply on the ICO’s website ([ico.org.uk](http://ico.org.uk)).

# Your Data Protection Rights

Which lawful basis we rely on may affect your data protection rights, which are set out below:

- **Right of access**  
You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Right to rectification**  
You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Right to erasure**  
You have the right to ask us to delete your personal information.
- **Right to restriction of processing**  
You have the right to ask us to limit how we can use your personal information.
- **Right to object to processing**  
You have the right to object to the processing of your personal data.
- **Right to data portability**  
You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Right to withdraw consent**  
When we use consent as our lawful basis, you have the right to withdraw your consent at any time.

You can find out more about your data protection rights on the ICO's website ([ico.org.uk](https://ico.org.uk)).

If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us at [hello@shedloadofgreens.co.uk](mailto:hello@shedloadofgreens.co.uk).

## Who we share information with

For the purposes of GDPR and the Data Protection Act 2018, we are the data controller of the information we collect and use about you.

We may share your information with the following data processors in order to provide our services to you:

- **GoDaddy**  
This data processor provides our website and email domain services.
- **Microsoft**  
This data processor provides our cloud-based Office 365 services, including email communication services.
- **Google**  
This data processor supports our reCAPTCHA and Google Forms services.
- **Barclays UK / Barclaycard**  
This data processor provides our payment services (including card payments).

- **FreshBooks**

This data processor provides our accounting and invoicing services.

## How long we keep information

We store personal information as long as you are an active customer or are subscribed to our marketing communications. Information about customers who have not ordered in 1 year will be deleted.

## Security

We are committed to the security of your personal data and personally identifiable information. We take appropriate security measures to limit abuse or unauthorised access to personal data. This ensures that only the necessary persons have access to your data, that access to the data is protected, and that our security measures and policies are regularly reviewed. We cannot guarantee that loss or misuse of data will never occur, but we use all reasonable efforts to prevent it. You should be aware that sharing data over the internet is never entirely secure and that you do so at your own risk.

## Third Party Websites

Our websites may contain links to other websites not owned or operated by us. This privacy notice does not apply to any third-party websites and we are not responsible for their data protection policies even if you access the links from our website. We cannot guarantee that these third-party websites will handle your personal data in a reliable and secure manner. We recommend that you read the policies of any linked websites prior to making use of them.

## Questions and Complaints

If you have any questions about this privacy notice, please contact us at [hello@shedloadofgreens.co.uk](mailto:hello@shedloadofgreens.co.uk).

If you have any concerns about how we use your personal data, you can make a complaint to us at [hello@shedloadofgreens.co.uk](mailto:hello@shedloadofgreens.co.uk).

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the Information Commissioner's Office:

Website: [ico.org.uk](https://ico.org.uk)

Telephone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF