

Our contact details.

Name: i-NoCarbon Limited

Address: 59, Harfield Road, Sunbury, TW16 5PT.

Phone Number: 07867501359

E-mail: info@inocarbon.com

Date: 30th Oct 2022

1. Introduction

At i-NoCarbon Limited, we are committed to respecting and protecting the privacy and security of your data. This data policy outlines how we collect, use, store, and protect personal data obtained through our business operations and services including when you participate in our online survey. It aims to build trust and transparency with our customers and partners.

This policy applies to all employees, contractors, third-party vendors, and anyone handling personal data on our behalf. All personnel are responsible for adhering to it.

2. Data Collection or How we store your personal information

We collect and process data to provide, improve, and secure our services. We may collect the following personal data for conducting online surveys and advise clients on action plan:

- Name, email address, age, gender, location (city/country)
- Demographic information relevant to the survey such as occupation, income level
- Any other optional personal details provided voluntarily by respondents.

Collection of sensitive personal data such as racial/ethnic origin, political views, religious beliefs, health/medical information will occur only if necessary for specific surveys and with clear consent.

We only collect personal data required for legitimate business purposes or with user consent.

Basis for Processing

For survey participation requiring personal data disclosure, the legal basis is consent. We will ensure consent is freely given, unambiguous and can be withdrawn. Processing is also based on our legitimate interests in analysing survey responses and trends.

3. How We Use Data or why we have your personal information

We use personal data to provide and enhance the services requested by users. Data is also analysed to improve our offerings, resolve issues, and prevent fraud/abuse. It is never used for any unauthorized or unlawful purposes.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Contacting respondents for follow up questions.
- Analysing responses and patterns based on demographic factors.
- Generating anonymized analytical reports
- Improving survey design and respondent experience

This information is collected directly from you when you voluntarily complete our online survey and we do not process personal data for any purpose incompatible with the original collection intent.

We may share the survey data and analysis with local authorities.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@i-NoCarbon.com

6. Data Protection & Retention

How we store your personal information

We implement a variety of security measures to maintain the safety of your personal information. Personal data is stored securely, either on our own servers or using trusted third-party providers. Access is permission-based and restricted to only those who need it and must keep it confidential. Data is retained only as long as necessary for the original purpose or as required by law before being securely deleted or anonymized.

Personal data is retained for a minimum period required to fulfil the original purpose of collection (e.g. to contact respondents for feedback) and completion of survey data analysis so as to provide recommendations. We keep any data collected with consent for a period of 1 year from the date of collection. We will then dispose your information by deleting all personal information.

As a rule, we aim to delete all personal identifiers associated with surveys within 12 months of collection unless longer retention is required by law or has a person's explicit consent. Proper data minimization practices are always followed.

- **Active Survey Period:** Data is kept while the survey is actively open for participation plus a reasonable buffer period after closure (e.g. 6 months – 1 year).
- **Anonymized Data:** Aggregate responses and analytics are retained longer (e.g. 2-3 years) since they no longer qualify as personal data after anonymization.
- **Regulatory Timelines:** Personal data must be kept for any statutory periods required for compliance with financial/tax reporting or to address legal claims.
- **Consent Based:** Individuals have a right to request data erasure at any time based on withdrawal of consent. Their details will be deleted permanently from records.
- **Exceptions:** There may be exceptions if data retention for longer periods (up to 5 years) is necessary for scientific/statistical research purposes per applicable laws.

7. Data Sharing

We do not sell, trade, or otherwise transfer your personally identifiable information to outside parties. The survey data may be shared with local authorities.

8. Your data protection Rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your 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, in certain circumstances.

Individuals have rights to access, rectify or delete their personal data. We have established simple processes to address any such requests or withdrawals of consent.

You are not required to pay any charge for exercising your rights. If you make a request, we have two months to respond to you. Please contact us at info@i-NoCarbon.com if you wish to make a request.

8. Changes to this Data Policy

This policy may be updated as needed to address changes in regulations or addressability concerns. Users will be notified of any significant amendments.

9. Contact Information

For questions or concerns about this Data Policy, please contact us at info@i-NoCarbon.com

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@i-NoCarbon.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>