

Resource Futures - Privacy Policy

This privacy policy sets out how we protect and manage any personal identifiable information and/or data that is held as a result of any dealings you may have with Resource Futures in compliance with GDPR.

Resource Futures is an independent environmental consultancy business. We work with customers to enable positive management of material resources through evidence gathering that is robust; insight that provides answers and facilitates change; and engagement that achieves lasting positive behaviour change. We work across the UK, Europe and globally in partnership with a range of customers from local authorities and government bodies to small businesses and multi-national companies, as well as NGOs, third sector organisations and community groups.

Resource Futures is committed to protecting data and respecting the privacy of any persons we deal with. This Privacy Policy explains what data we collect, why and what we do with it. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy. We will never share any information you provide with any third parties unless we are under a legal obligation to do so.

Resource Futures is registered with the ICO (Information Commissioners Office) registration no. Z9790459 and renewed every February 25th.

Security

Resource Futures is committed to ensuring that your data, including any personal identifiable information (PII), is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Visitors to our website

When someone visits www.resourcefutures.co.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the numbers of visitors to various parts of the site. This is to help us improve our website experience for you the user as well as our services we offer to the market. This information is processed in a way that does not identify anyone. If we do want to collect personally identifiable information through our website, we will be up front about this and clearly state what we will use it for.

Use of cookies

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites. We do not use cookies to:

- Collect any personally identifiable information (without your express permission)

- Collect any sensitive information (without your express permission)
- Pass personally identifiable data to third parties

You can read more about how we use cookies [here](#).

Areas of our work where we collect personal identifiable information and data

- **Customers and Business Contacts**

Resource Futures processes PII & data about contacts of existing and potential customers and/or any individuals associated with them through emails, by phone or electronic calendar invites. This information will be retained securely for as long as necessary for the purposes set out for that business contract.

- **Newsletters**

If you sign up for a Resource Futures newsletter we will only collect the following information:

- name
- email address
- company
- job role

We use a third-party provider, Mailchimp, to deliver our e-newsletters who have their own privacy policy. We will periodically clean the mailing lists to ensure they are up to date.

- **Social media**

We use third party providers LinkedIn, Twitter, YouTube and Facebook to manage our social media interactions and they all have their own privacy policies.

- **Recruitment – Job applicants, Current and Former Employees**

Resource Futures is the data controller for all information you provide during the processes of recruitment and employment.

We will only collect the information we need including to fulfil legal obligations to progress and assess your application during the various recruitment stages; this may include from third parties such as recruitment agencies.

Any recruitment documentation not required is confidentially destroyed and/or electronically deleted at the end of each piece of recruitment.

We retain information on employees for 7 years after their end of employment date.

Customer Data

If the delivery of our services requires us to collect or manage personal data we will store that data securely.

Our services require us to process personal data for the following uses:

- Customer relationship management;
- Delivering existing and new services and products;
- Using IT systems;
- Website and appropriate social media channels; and
- Marketing, we will only use this for direct marketing for services and products we think would add value to your organisation.

The data we collect could include:

- Name, email address, postcode, country and telephone number
- Organisation and job title
- IP address
- Marketing preferences

As with all UK business, we must comply with legal, regulatory and professional obligations, and in-so-doing must retain certain records to demonstrate compliance to those obligations. Those records may contain personal data.

If you provide personal information to Resource Futures for any of our projects that include bank details, we have an additional layer of security specifically to protect this information internally.

In addition, we also have in place procedures and measures to manage and protect commercially confidential information we are required to handle through delivering our services for customers. These are normally dealt with through specific NDA's and contractual agreements as required.

Links to other websites

Our website may contain links to other websites of interest. Please note that once you leave our website we have no control over other websites and cannot be held accountable for any aspect of data privacy and protection.

Access to Personal Information

You may request details of personal information which we hold about you by writing to or emailing the Data Protection Officer, Resource Futures, Create Centre, Smeaton Road, Bristol, BS1 6XN
email info@resourcefutures.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Resource Futures may change this policy from time to time and update this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 22nd May 2018.