



# Enquiry Privacy Policy

## Introduction

Green Frog Utilities Ltd is the data controller for the personal information collected and processed in connection with enquiries submitted to us.

When you contact Green Frog Utilities Ltd or any of its subsidiaries with an enquiry through our website, email, telephone, or any other communication channel, we collect and process the personal information you provide so that we can respond to your enquiry effectively and efficiently.

## Personal Data We Collect

We may collect and process the following information:

- Name
- Email address
- Telephone number and other contact details
- Company name or site details (where provided)
- The content of your enquiry, including any attachments
- Technical information submitted through our website or enquiry forms, such as IP address and form metadata
- Project-specific details:
  - Site addresses and project locations
  - Employment information where submitted as part of a business enquiry
  - Information relating to utility connections, diversions, infrastructure projects or service requirements

## Why We Collect Your Information

In some cases, failure to provide the information we request may prevent us from responding to or progressing your enquiry.

We use your information to:

- Respond to your enquiry
- Provide information, quotations, or support requested by you
- Record and monitor communications for customer service and quality assurance purposes
- Maintain accurate records of enquiries and correspondence

## Lawful Basis for Processing

We process your personal data under the following lawful bases:

- Legitimate Interests – to respond to and manage enquiries submitted to us.
- Contract – where your enquiry relates to steps necessary before entering into a contract or the performance of a contract.

|                                                                                   |       |                                 |  |               |            |
|-----------------------------------------------------------------------------------|-------|---------------------------------|--|---------------|------------|
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|                                                                                   |       |                                 |  | Revision No.: | 1          |
|                                                                                   |       |                                 |  | Issue Date:   | 8.1.26     |

## Data Retention

We retain enquiry information as follows:

- General enquiries: up to 24 months from the date of the enquiry.
- Contract-related enquiries: up to 6 years after the related contract has ended.
- Complaints or regulatory matters: up to 6 years following resolution or completion of the relevant matter.

## Who We Share Your Data With

We may share your information with:

- Green Frog Utilities Ltd subsidiaries and affiliated businesses where necessary to respond to your enquiry.
- Professional advisers, including legal, regulatory and insurance providers
- Utility network operators and infrastructure partners where required to respond to your enquiry
- Regulatory authorities where required by law
- Trusted third-party service providers, including:
  - Email hosting providers
  - Customer relationship management (CRM) systems
  - Website hosting and infrastructure providers

Some of our service providers may process data outside the United Kingdom. Where this occurs, we ensure appropriate safeguards are in place in accordance with UK data protection legislation.

We do not sell your personal data to third parties.

## Data Security

Green Frog Utilities Ltd takes the security of your personal information seriously and implements appropriate technical and organisational measures designed to protect personal data against unauthorised access, loss, misuse, alteration, or disclosure.

These measures may include:

- Secure IT systems and networks.
- Access controls to ensure that personal data is only available to employees, contractors, and authorised third parties who require access for legitimate business purposes.
- Password protection, multi-factor authentication, and user account security measures where appropriate.
- Secure storage and transmission of data.



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- Regular monitoring, maintenance, and security updates of our systems.
- Staff training on data protection and information security requirements.
- Procedures for identifying, managing, and responding to data security incidents.

Where we use third-party service providers to process personal data on our behalf, we require them to implement appropriate security measures and process personal data in accordance with applicable data protection laws.

While we take reasonable steps to protect personal information, no method of transmission over the internet or method of electronic storage can be guaranteed to be completely secure. We continually review and improve our security practices to help safeguard the personal data we hold.

## Automated Decision-Making

Green Frog Utilities Ltd does not use personal data obtained through enquiries to carry out solely automated decision-making or profiling that produces legal or similarly significant effects on individuals.

## Your Rights

Under UK data protection legislation, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Restrict or object to processing in certain circumstances
- Lodge a complaint with the Information Commissioner's Office (ICO)
- Request the transfer of your personal data to you or another organisation in certain circumstances.
- Withdraw your consent at any time where we process your personal data based on your consent.

## Contact Us

If you have any questions about this privacy notice or wish to exercise your data protection rights, please contact us on:

**Email:** [contact@greenfroguilities.co.uk](mailto:contact@greenfroguilities.co.uk)

**Telephone:** 01675 488644

**Address:** Unit 4, Ninian Park, Ninian Way, Tamworth, B77 5ES

For further information on how Green Frog Utilities Ltd processes personal data, including details of international data transfers, security measures, and your data protection rights, please refer to our main Privacy Policy.