



Enquiry Privacy Policy

Introduction

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

Personal Data We Collect

- Name, email address, telephone number or other contact details
- Company or site details (if provided)
- The content of your message and attachments
- Technical information collected via our website or enquiry forms (IP address, form metadata)

Why We Collect Your Information - We use the information to:

- Respond to your enquiry
- Provide information, quotes, or support as requested
- Log and track communication for quality and customer service purposes
- Maintain accurate records of enquiries

Lawful Basis for Processing

We process enquiry data under:

- **Legitimate Interests** – responding to and managing enquiries
- **Contract** – where your enquiry relates to the steps required before entering a contract

Data Retention

We retain enquiry information for:

- Up to 24 months for general enquiries
- Up to 6 years after contract termination, if linked to a contract
- Up to 6 years after completion, if linked to a complaint or regulatory requirement

Who We Share Your Data With

- We may share enquiry information with our subsidiaries, trusted service providers such as email hosting, CRM platforms, and website infrastructure providers. We do not sell your data.

Your Rights

You have rights to access, correct, delete, restrict, or object to the processing of your data. You may also complain to the ICO if you are dissatisfied.

How to Contact Us

For privacy queries or to exercise your rights, contact: contact@greenfrogutilities.co.uk