



Hut22 Ltd

Last Updated: October 2026

1. Introduction.

Hut22 Ltd ("we", "us", "our") is committed to protecting your personal data and respecting your privacy. This privacy notice explains how we collect, use, and protect your personal information in accordance with UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Hut22 Ltd is a UK-registered limited company providing sustainability consultancy, carbon management training, and facilitation services.

2. Who we are.

Data Controller: **Hut22 Ltd**

Registered Office: **2 Ashley Drive, Bussage, Stroud, Glos. GL6 8BY**

Company Number: **13991795**

Website: **www.hut22.co.uk**

Contact: **info@hut22.co.uk**

If you have any questions about this privacy notice or how we handle your personal data, please contact us using the details above.

3. What personal data we collect.

We collect and process the following categories of personal data:

Contact Information: Names, email addresses, telephone numbers, job titles, and company/organisation details.

Financial Information: Payment details, billing addresses, and purchase history (processed securely through our payment provider)

Organisational Information: Such as details of your organisation's energy consumption, Greenhouse Gas emissions, carbon reduction strategies, environmental impact data, energy costs, business strategies, organisational structure, information regarding services and products, and related operational information provided during, and necessary for the execution of, consultancy engagements.

Enquiry and Event Data: Information you give us when you complete an enquiry form, including forms accessed at events and conferences we attend, such as whether you are a member of a partner trade association, the services you are interested in, how your organisation currently reports its carbon emissions, and your marketing preferences.

Booking Data: Details you provide when you book a call with us, such as your chosen date and time and your answers to booking questions.

Contract and Service Data: Information relating to contracts, service agreements, training attendance, and workshop participation.

Technical Data: IP addresses, browser type, device information, and website usage data collected through cookies and analytics, and whether our marketing emails are opened and which links in them are clicked.

4. How we collect your data.

We collect personal data:

- Directly from you when you contact us, engage our services, register for training, workshops, or speak to us at events and conferences.
- Through our website when you complete forms (including forms accessed by scanning a QR code on our event materials), subscribe to updates, book a call, or browse our site.
- From your organisation when they engage us for consultancy or training services.
- Through publicly available sources where relevant to our professional services.

5. How and why we use your data.

We use your personal data for the following purposes under these legal bases:

Contract Performance: To deliver sustainability consultancy, carbon management training, and facilitation services you or your organisation has contracted with us.

Legitimate Interests: “To run our business, respond to enquiries (including following up requests you make through our enquiry forms), and maintain relationships with clients and business contacts.”

Consent: We only send marketing emails if you have opted in. We send these emails using MailerLite. Every email includes an unsubscribe link, and we keep a record of when and how you gave consent.

Legal Obligations: To comply with our legal and regulatory requirements, including tax and accounting obligations.

6. Who we share your data with.

We share personal data only where necessary with:

- **Payment Processors:** QuickBooks software (by Intuit) application for accounting and payment processing.

- Cloud Service Providers: Microsoft for secure data storage, including our records of enquiries and consent (UK/EU data centres)
- Website and Forms: Wix, which hosts our website and stores enquiry form submissions.
- Email Marketing: MailerLite, which we use to send marketing emails to people who have consented to receive them.
- Online Booking: Calendly, which we use to schedule calls and meetings.
- Professional Advisers: Accountants, lawyers, or consultants where necessary for business operations.
- Legal Requirements: Regulatory bodies, law enforcement, or other authorities where legally required.

We do not sell your personal data to third parties. All third-party service providers are required to maintain appropriate security measures and process data only as instructed by us.

7. International transfers.

Some of our service providers (including Calendly and Wix) are based outside the UK or may process data outside it. Where this happens, we rely on UK adequacy regulations, the UK Extension to the EU-US Data Privacy Framework where the provider is certified, or the UK International Data Transfer Addendum, so that your data receives equivalent protection. MailerLite is based in the EU, which the UK recognises as providing adequate protection for personal data.

8. How long we keep your data.

We retain personal data only for as long as necessary:

- Client and contract data: For the duration of our relationship plus 6 years to meet legal and tax obligations.
- Enquiries and event contacts: Up to 12 months from our last contact with you, unless you become a client or have consented to marketing.
- Training records: Up to 7 years for certification and compliance purposes
- Marketing data: Until you unsubscribe or request deletion. We keep a minimal record of your email address and consent history after you unsubscribe, so we can respect your choice and show how consent was given.
- Financial records: 6 years in accordance with HMRC requirements

After these periods, we securely delete or anonymise your personal data.

9. Your rights.

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

- Access your personal data (subject access request).
- Rectify inaccurate or incomplete data.
- Erase your data in certain circumstances.
- Restrict processing in certain circumstances.
- Object to processing based on legitimate interests.

- Object to direct marketing at any time, including by using the unsubscribe link in any of our emails.
- Data portability (receive your data in a usable format).
- Withdraw consent where processing is based on consent.
- Lodge a complaint with the Information Commissioner's Office (ICO).

To exercise any of these rights, please contact us using the details under 'Who we are'. We will respond within one month.

10. Cookies and website analytics.

Our website uses cookies to improve functionality and analyse website traffic. We use:

- Essential cookies: Necessary for the website to function
- Analytics cookies: To understand how visitors use our site and improve user experience

You can control cookie preferences through your browser settings. For more information, please see our Cookie Policy on our website.

Our marketing emails contain small tracking images (pixels) and tracked links, so we can see whether an email has been opened and which links have been clicked. You can limit this by turning off automatic image loading in your email software.

11. Security.

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse. This includes:

- Secure cloud storage with encryption
- Access controls and password protection
- Regular security reviews and updates
- Ongoing data protection training

12. Changes to this notice.

We may update this privacy notice from time to time. Any changes will be posted on our website with an updated revision date. Where changes are significant, we will notify you directly.

13. Complaints.

If you have concerns about how we process your personal data, please contact us first so we can address your concerns. You also have the right to lodge a complaint with the UK supervisory authority:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane

Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

This privacy notice was last updated in October 2026 and applies to all services provided by Hut22 Ltd.