

Privacy Policy

Last updated: 15th September 2025

The Net Zero Co. (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard information when you visit our website (www.thenetzeroco.com) or interact with our services.

1. Who we are

The Net Zero Co. provides sustainability consultancy services to small and medium-sized businesses. If you have any questions about this policy, please contact us at:

 Email: support@thenetzeroco.com

2. Information we collect

We may collect the following types of personal data:

- **Contact details:** name, email address, phone number (when you complete a form, book a consultation, or contact us).
 - **Business information:** company name, size, sector, and sustainability-related information (when engaging with services such as the Sustainability Health Check).
 - **Technical data:** IP address, browser type, pages visited, and cookies (to improve website performance).
 - **Marketing preferences:** if you subscribe to updates or newsletters.
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3. How we use your information

We use your information to:

- Provide our consultancy services and respond to enquiries.
- Manage bookings (e.g. via Calendly or other scheduling tools).
- Send you requested information, updates, or marketing communications (if you opt in).
- Improve our website and services.
- Meet legal or regulatory obligations.

We will never sell your data to third parties.

4. Legal basis for processing

We process your data on the following bases:

- **Contractual necessity** – to deliver the services you request.

- **Legitimate interests** – to improve our website, services, and customer experience.
 - **Consent** – where you opt in to marketing communications.
 - **Legal obligation** – where required to comply with the law.
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5. Data sharing

We may share your data with trusted third-party providers who support our operations, such as:

- Website hosting and analytics providers.
- Payment processors or accounting software (e.g. Xero/QuickBooks).
- Scheduling and communication tools (e.g. Calendly, Microsoft 365).

These providers are required to safeguard your data and only use it for agreed purposes.

6. Data retention

We keep your personal data only for as long as necessary to fulfil the purposes we collected it for, including any legal or accounting requirements.

7. Your rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you.
 - Request correction or deletion of your data.
 - Object to or restrict processing.
 - Withdraw consent for marketing at any time.
 - Lodge a complaint with the ICO (Information Commissioner's Office).
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8. Cookies

Our website uses cookies to improve performance and user experience. You can adjust your browser settings to refuse cookies, but some features of the site may not work as intended.

9. Updates to this policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.



Contact us

For questions about this Privacy Policy or how we handle your data, contact us at:

support@thenetzeroco.com