

EcoTech Privacy Notice

Introduction

At **EcoTech**, we are committed to protecting the privacy, confidentiality and security of personal information entrusted to us.

EcoTech provides secure IT Asset Disposal (ITAD), data destruction, IT recycling, asset recovery, refurbishment and reuse services to businesses, schools, charities, public sector organisations and other customers throughout the UK.

As part of delivering these services, we collect and process personal information. This Privacy Notice explains:

- What information we collect
- How we use it
- Who we share it with
- How we protect it
- How long we keep it
- Your rights under UK data protection law

We are committed to processing all personal information fairly, lawfully and transparently.

Who We Are

EcoTech is a provider of:

- IT Asset Disposal (ITAD)
- Secure Data Destruction
- IT Equipment Recycling
- IT Equipment Refurbishment
- Asset Recovery Services
- WEEE-Compliant Recycling
- IT Equipment Collection Services
- Environmental Reporting and Documentation

For data protection purposes EcoTech may act as either:

Data Controller: Where we determine how and why personal data is processed, such as for customer records, supplier records and marketing communications.

Data Processor: Where we process personal information on behalf of a customer as part of an IT disposal, data destruction or asset recovery service.

What Personal Information We Collect

We may collect and process:

- Customer Contact Information
 - Name
 - Job title
 - Organisation name
 - Postal address
 - Telephone number
 - Email address
- Commercial Information
 - Purchase orders
 - Quotations
 - Billing information
 - Payment records
 - Account history
- Collection Information
 - Collection addresses
 - Site access instructions
 - Collection schedules
 - Equipment inventories
- Asset Information
 - Device make and model
 - Device serial numbers
 - Asset tag information
 - Audit records
- Communications
 - Emails
 - Telephone recordings
 - Website enquiries
 - Customer service interactions
- Website Information
 - IP addresses
 - Browser information
 - Cookie information
 - Website usage analytics

How We Collect Information

We collect information from:

- Direct enquiries
- Website forms
- Email correspondence

- Telephone calls
- Customer orders
- Collection bookings
- Supplier interactions
- Publicly available sources
- Regulatory authorities when required

What We Use Personal Information For

We process information in order to:

- Prepare quotations
- Arrange collections
- Deliver contracted services
- Manage customer accounts
- Produce asset reports
- Produce destruction certificates
- Produce environmental documentation
- Process payments
- Respond to enquiries
- Improve our services
- Meet legal and regulatory obligations
- Detect and prevent fraud

Legal Basis for Processing

We process personal information under one or more of the following lawful bases:

Contract: To supply services requested by customers.

Legitimate Interests: To manage and improve our business operations and customer relationships.

Legal Obligation: To comply with environmental, taxation, waste management and data protection legislation.

Consent: Where consent is required, including certain marketing activities.

Chain of Custody

Maintaining a documented chain of custody is a fundamental part of EcoTech's service.

Once assets are collected:

- Equipment is logged and recorded.
- Asset inventories are maintained.
- Movements are tracked through processing.
- Access is restricted to authorised personnel.
- Processing activities are documented.
- Final disposition is recorded.

This process helps provide customers with complete traceability from collection through to final disposition.

Data Destruction

Many devices received by EcoTech contain personal, confidential or commercially sensitive information.

To protect customer data:

- Data-bearing devices are identified upon receipt.
- Sanitisation methods are selected according to media type and condition.
- Approved wiping and destruction processes are followed.
- Appropriate destruction records are maintained.
- Certificates of Data Destruction are produced where applicable.
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Where drives cannot be securely sanitised, alternative destruction methods are used.

Customer-Owned Data

EcoTech does not access customer data unless:

- Required to deliver contracted services;
- Required to investigate a technical issue;
- Required by law; or
- Explicitly authorised by the customer.

Any customer data encountered during the processing of assets is handled confidentially and in accordance with applicable data protection laws.

Asset Tracking and Reporting

EcoTech maintains records relating to assets processed through its facilities.

These records may include:

- Asset descriptions
- Serial numbers
- Asset tag numbers
- Collection references
- Processing status
- Final disposition records

Customers may receive asset reports and supporting documentation as part of the services supplied.

Refurbishment and Reuse

Where appropriate and commercially viable, equipment may be:

- Refurbished
- Repaired
- Reconfigured
- Reused
- Remarketed

No data-bearing asset is prepared for reuse until the appropriate data destruction process has been completed.

This approach extends product lifecycles and supports the circular economy.

Recycling and WEEE Compliance

Equipment that cannot be reused is processed through approved recycling routes.

EcoTech aims to:

- Maximise reuse opportunities
- Recover valuable materials responsibly
- Minimise landfill disposal
- Support sustainable waste management practices

Waste electrical and electronic equipment is managed in accordance with applicable legislation and industry best practice.

Environmental Reporting and Compliance Documentation

To support customer compliance requirements, EcoTech may provide:

- Waste Carrier Registration
- Environmental permit/exemption details
- Waste transfer documentation
- Consignment Notes
- Data destruction certificates
- Downstream vendor due diligence records
- Chain of custody records
- Environmental Policy

Documentation supplied will depend upon the services provided and any contractual requirements.

Sharing Personal Information

We may share information with:

Employees: Authorised employees who require access to perform their job duties.

Approved Suppliers: Approved subcontractors, recycling partners, logistics providers and professional advisers.

Regulatory Bodies: Government departments and regulatory authorities where legally required.

Law Enforcement Agencies: Where required by law or to protect our legal rights.

EcoTech does not sell personal information to third parties.

International Transfers

Where possible, personal information is stored and processed within the United Kingdom.

Should international transfers be necessary, appropriate safeguards will be used in accordance with UK data protection legislation.

Information Security

EcoTech takes information security seriously and implements appropriate technical and organisational measures designed to protect information from:

- Unauthorised access
- Disclosure
- Loss
- Alteration
- Destruction
- Misuse

Security controls are reviewed regularly and form part of our wider information security management processes.

Data Retention

We retain information only for as long as necessary to:

- Deliver services
- Meet contractual obligations
- Satisfy legal requirements
- Resolve disputes
- Maintain audit records

Retention periods vary depending on the nature of the information and the applicable legal or regulatory requirements.

Your Rights

You have the right to:

- Be informed about the processing of your data
- Access your personal information
- Correct inaccurate information

- Request erasure where appropriate
- Restrict processing
- Object to processing
- Request portability of your data
- Withdraw consent where consent is used as the lawful basis

Requests may be submitted using the contact details below.

Complaints

If you are dissatisfied with how EcoTech handles your personal information, we encourage you to contact us first so we can attempt to resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO).

Website: <https://ico.org.uk>

Changes to this Privacy Notice

We may update this Privacy Notice from time to time.

The latest version will always be available on our website.

Contact Details

EcoTech

Website: www.ecotechit.co.uk

Telephone: 01380 714800

Email: privacy@oakfordgroup.co.uk

For privacy-related enquiries, subject access requests or data protection questions, please contact us using the details above.