

Privacy Policy

Oxwillow Ltd

Effective date: 08 May 2026

1. Introduction

Oxwillow Ltd (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This policy explains how we collect, use, store, and share personal data when you interact with us, visit our website, or use our services. We are a data controller for the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

We may collect and process the following categories of personal data:

Information you provide directly – your name, email address, telephone number, postal address, and any other details you supply when contacting us, completing a form on our website, or entering into a contract with us.

Technical data – IP address, browser type and version, operating system, referral source, pages visited, time spent on pages, and other website usage data collected through cookies and similar technologies.

Professional and business data – information related to your organisation, role, land holdings, or project details where relevant to the services we provide.

3. How We Use Your Information

We use your personal data for the following purposes:

- To provide and manage our services, including biodiversity net gain, carbon, and sustainable farming services.
- To respond to enquiries and communicate with you.
- To send you information about our services where you have consented or where we have a legitimate interest in doing so.
- To comply with legal and regulatory obligations.
- To improve our website, services, and user experience.
- To administer and protect our business and website.

4. Legal Basis for Processing

We process your personal data on one or more of the following legal bases:

- **Consent** – where you have given clear consent for us to process your data for a specific purpose.
- **Contract** – where processing is necessary for the performance of a contract with you.
- **Legitimate interests** – where processing is necessary for our legitimate business interests, provided these are not overridden by your rights.
- **Legal obligation** – where processing is necessary to comply with the law.

5. Data Sharing

We do not sell your personal data to third parties. We may share your data with trusted third parties where necessary to deliver our services, including IT service providers, professional advisers, and regulatory bodies. Any third parties with whom we share data are required to process it in accordance with applicable data protection law.

6. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When data is no longer needed, it will be securely deleted or anonymised.

7. Cookies

Our website may use cookies and similar tracking technologies to distinguish you from other users and to improve your browsing experience. You can set your browser to refuse all or some cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, some parts of our website may become inaccessible or not function properly.

8. Your Rights

Under the UK GDPR, you have the following rights in relation to your personal data:

- The right to access your personal data.
- The right to rectification of inaccurate or incomplete data.
- The right to erasure (“right to be forgotten”).
- The right to restrict processing.
- The right to data portability.
- The right to object to processing.
- The right to withdraw consent at any time where consent is the legal basis for processing.

To exercise any of these rights, please contact us using the details below.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites and encourage you to read their privacy policies.

10. Changes to This Policy

We may update this privacy policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this policy periodically.

11. Contact Us

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

Oxwillow Ltd

Email: hello@oxwillow.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your data protection rights have been breached. The ICO can be contacted at **ico.org.uk**.