

Lime VA Services

Lime VA Services (“we”, “us”, or “our”) is committed to protecting and respecting your privacy.

This policy explains how we collect, use, and protect your personal data when you visit our website : www.limevaservices.co.uk or engage with our services.

For the purposes of the UK GDPR and the Data Protection Act 2018, the data controller is:

Lime VA Services
The Stables, Tally Hill, Huby, York, YO61 1HP
Email: caroline@limevaservices.co.uk
ICO Registration Number: CSN0587441

Information We Collect

We may collect and process the following personal data:

- Name
- Email address
- Telephone number
- Business name
- Information relating to your enquiry or project requirements

We may also automatically collect certain technical information when you visit our website, such as IP address, browser type, and information about how you use our website.

How We Collect Your Data

We collect personal data when you:

- Contact us directly via email
- Book a call or appointment
- Sign up to receive resources or emails via our website
- Communicate with us via phone, WhatsApp, or social media
- Provide information in relation to a potential or ongoing project

How We Use Your Data

We use your personal data to:

- Respond to enquiries and communicate with you
- Provide and manage our services
- Manage bookings and appointments
- Send relevant follow-up information in relation to resources you have requested
- Manage invoicing and payments

Lawful Basis for Processing

We rely on the following lawful bases under UK GDPR:

- Contract - where processing is necessary to deliver services to you
- Legitimate Interests – to operate and improve our business
- Consent – where you have opted in to receive communications (e.g. lead magnet follow-ups)

Sharing Your Data

We may share your personal data with:

Lime VA Services

- Trusted associates or subcontractors, where necessary to deliver our services (and with your knowledge and, where appropriate, consent)
- Members of your internal team, where required to support service delivery

We do not sell your personal data to third parties.

Third-Party Service Providers

We use trusted third-party providers to support our business operations, including:

- Email providers (e.g. Outlook, Gmail)
- Email marketing platform (MailerLite)
- Scheduling tools (YouCanBookMe)
- Payment processors (GoCardless)
- Cloud storage providers (Google Drive, Dropbox, OneDrive)
- Accounting software (Clear Books)

These providers process data on our behalf and are required to do so securely and in line with data protection laws.

International Transfers

Some of our third-party providers may store or process data outside the UK. Where this occurs, we ensure appropriate safeguards are in place to protect your data in accordance with UK data protection laws.

Data Retention

We retain personal data only for as long as necessary.

- Enquiry and client data may be retained for up to 6 years in line with legal and financial record-keeping requirements
- Marketing data is retained until you unsubscribe or request deletion

Your Rights

Under data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Request transfer of your data
- Withdraw consent at any time (where applicable)

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Cookies

Our website may use cookies to improve your experience and understand how the site is used.

You can control or disable cookies through your browser settings. Further details can be provided on request.

Data Security

We take appropriate measures to protect your personal data from unauthorised access, loss, or misuse.

However, please note that transmission of information via the internet is not completely secure.

Lime VA Services

Changes to This Policy

We may update this policy from time to time. Any changes will be posted on this page.

Contact

If you have any questions about this policy or how your data is handled, please contact:

Caroline Pickup
caroline@limevaservices.co.uk