



Grow Us Today

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Privacy & Cookie Policy

Last Updated: 14 May 2026 | Contact: support@growustoday.com

1. Introduction

This Privacy & Cookie Policy explains how Grow Us Today collects, uses, stores, and protects personal data through our website, project request forms, admin dashboard, backend systems, and related communication tools.

We are committed to handling personal data responsibly and in accordance with applicable UK data protection laws, including the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

For any privacy related questions, please contact us at support@growustoday.com

2. Who We Are

Grow Us Today provides website design, development, launch support, and related digital services.

For the purposes of applicable data protection law, Grow Us Today acts as the data controller for personal data collected through our services and website.



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3. Information We Collect

Project & Contact Forms

When someone submits a project enquiry or contact form through our website, we collect:

- Full name
- Business name
- Email address
- Phone number
- IP address
- Submission timestamp
- Technical verification and anti-spam data

This information is stored within our internal lead and project management systems.

Admin Dashboard & User Accounts

When authorised users access our admin dashboard, we may process:

- Name
- Email address
- User role
- Profile image
- Login and session information
- Device labels
- IP addresses
- Approximate location information
- Account status
- Activity history
- Audit and security logs



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Documentation & Uploaded Files

Some documentation uploaded or stored within our systems may contain personal or business related information depending on the document.

Associated metadata may also be processed, including:

- Upload timestamps
- File names
- File size
- Storage references
- Generated access links

Live Chat Services

We use [Tawk.to](https://www.tawk.to) to provide live chat and support functionality on our website.

As part of this service, chat messages, visitor information, support metadata, and related technical information may be processed.

4. How We Use Personal Data

We may use personal data to:

- Respond to enquiries and provide quotes for our services
- Manage projects, clients, documentation, and support requests
- Operate and maintain our admin dashboard systems
- Send account, project, or service related communications
- Maintain website and platform security
- Prevent spam, abuse, and unauthorised access
- Investigate misuse or suspicious activity
- Maintain audit and activity records
- Comply with legal, tax, accounting, and regulatory obligations



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5. Legal Bases for Processing

Under UK GDPR, we rely on the following lawful bases where applicable:

Contractual Necessity

We process enquiry and project related data where necessary to take steps prior to entering into a contract or to provide our services.

Legitimate Interests

We process certain technical, operational, and security related data for legitimate business interests, including securing and improving our systems and services.

Legal Obligations

Certain records may be retained where required for legal, regulatory, tax, accounting, or compliance purposes.

Consent

Where non essential cookies, analytics tools, or optional communication technologies require consent, we will request consent before processing begins.

6. Third-Party Services & Processors

We use trusted third-party providers to support the operation of our website and services. These may include:

- [Google Firebase](#) for authentication, database, hosting, storage, and backend services



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- [Resend](#) for transactional email delivery
- [Google reCAPTCHA](#) for spam and abuse prevention
- Hosting and DNS providers
- [Tawk.to](#) for live chat and support services

Google reCAPTCHA is subject to the [Google Privacy Policy](#) and [Google Terms of Service](#).

These providers may process personal data on our behalf in accordance with their own privacy and security obligations.

7. International Data Transfers

Some service providers may process data outside the United Kingdom.

Where international transfers occur, we take reasonable steps to ensure appropriate safeguards are in place, including recognised transfer mechanisms, contractual protections, or equivalent data protection measures where required by law.

8. Cookies, Local Storage & Similar Technologies

Our website uses technologies necessary for functionality, security, and performance, including:

- Session functionality
- Authentication state management
- Security and anti-spam protections



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- reCAPTCHA verification
- Local storage for dashboard authentication sessions

Some services may also use cookies or browser storage technologies to support live chat, security, or operational functionality.

Users can manage cookies and local storage through their browser settings. However, disabling essential technologies may affect website functionality, form submissions, authentication, or dashboard access.

Where legally required, we will request consent before using non-essential cookies or tracking technologies.

9. Data Retention

We retain personal data only for as long as reasonably necessary for the purposes outlined in this policy.

Typical retention periods may include:

- Enquiry and lead records: retained as needed for communications, quotes, and business records
- Dashboard activity logs: generally retained for up to 30 days
- Active dashboard sessions: valid for up to 30 days unless terminated earlier
- Soft-deleted dashboard accounts: permanently removed after the configured seven-day deletion period



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- Documentation and uploaded files: periodically reviewed and deleted when no longer required

Certain information may be retained for longer where required by legal, accounting, security, or regulatory obligations.

10. Your Rights

Depending on your circumstances and applicable law, you may have the right to the following:

- Be informed about how your data is used
- Access personal data we hold about you
- Correct inaccurate or incomplete data
- Request deletion of your personal data
- Restrict or object to certain processing activities
- Request data portability
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, contact: support@growustoday.com

We may need to verify your identity before responding to requests. We aim to respond within one month where required under applicable law.

You can contact the ICO via [ICO Official Website](#).



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11. Security Measures

We implement technical and organisational security measures designed to help protect personal data, including:

- Authentication controls
- Role-based access restrictions
- Input validation and anti-abuse protections
- reCAPTCHA verification
- Rate limiting
- Session management controls
- Signed and restricted document access links
- Audit and activity logging

While we take reasonable steps to protect personal data, no online system or transmission method can be guaranteed completely secure.

Access to sensitive systems is restricted, credentials are managed securely, and additional safeguards may be implemented where appropriate.

12. Children's Privacy

Our services are not intended for children under the age of 13, and we do not knowingly collect personal data from children.

If we become aware that personal data has been submitted by a child without appropriate consent, we will take reasonable steps to delete that information.



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13. Changes to This Policy

We may update this Privacy & Cookie Policy from time to time to reflect changes to our services, legal obligations, or operational practices.

The latest version will always be available on our website with the updated revision date shown above.