

PRIVACY POLICY

Growth Fork Ltd

Last updated: 19 March 2026

1. Who We Are

This Privacy Policy explains how Growth Fork Ltd ("Growth Fork", "we", "us", "our") collects, uses, stores and protects your personal data when you use our website, services or programmes.

Business name: Growth Fork Ltd

Company number: 16359575, registered in England and Wales

Registered office: 19 Colleton Drive, Reading, RG10 0AU, United Kingdom

Location: Reading, United Kingdom

Email: info@growthfork.co.uk

Website: www.growthfork.co.uk

2. What Personal Data We Collect

We may collect the following types of personal data:

- Full name
- Email address
- Phone number
- Business name and type
- Job title or role
- Business address
- Information you provide through contact forms, surveys or programme applications
- Programme progress, session notes and accountability records
- Payment information (processed securely through third-party providers — we do not store card details)
- Communications you send to us by email, WhatsApp or other channels

3. How We Collect Your Data

We collect personal data through the following channels:

- Our website contact and enquiry forms (www.growthfork.co.uk)
- Our landing pages and booking forms hosted on GoHighLevel
- Our coaching and accountability platform CoachAccountable
- Direct email correspondence
- Telephone or video calls
- Programme onboarding forms

4. Why We Use Your Data (Legal Basis)

We use your personal data for the following purposes:

- **To deliver our services:** Running your coaching programme, sending worksheets, tracking accountability and communicating with you about your progress.
- **To fulfil our contract with you:** Processing payments, sending invoices and delivering agreed programme materials.
- **To communicate with you:** Responding to enquiries, sending programme updates and relevant information about Growth Fork services.
- **For marketing (with your consent):** Sending newsletters, tips or updates about our programmes. You can unsubscribe at any time.
- **To improve our services:** Understanding how clients use our programmes so we can improve them.

5. Third-Party Tools and Platforms

We use the following third-party platforms to operate our business. Each has its own privacy policy and data processing terms:

- **GoHighLevel** — CRM, marketing, landing pages and booking forms. Your contact information and enquiry data is stored here. (www.gohighlevel.com)
- **CoachAccountable** — Coaching and accountability platform where programme materials, worksheets, session notes and progress records are stored. (www.coachaccountable.com)
- **Google (Gmail)** — Email communication. Messages you send to us are stored within our Google Workspace account. (www.google.com/intl/en/policies/privacy)
- **Stripe** — Payment processing. We do not store your card or payment details. All payments are handled securely by Stripe. (www.stripe.com/gb/privacy)

6. Our Brands

Growth Fork Ltd operates growthfork.co.uk, brossos.com and restaurantbuildlab.com. This Privacy Policy applies to all three — they are trading names of Growth Fork Ltd, not separate companies, so your data is always held by the same legal entity regardless of which site or product you use.

7. BrossOS — Data We Process on Behalf of Restaurant Clients

Where a restaurant client uses N.E.S.T., R.O.S.T.E.R. or C.O.R.E. to hold their own staff records, rota data, training records or cost data, Growth Fork Ltd acts as a data processor on that client's behalf — the restaurant client remains the data controller for that data, and is responsible for having their own lawful basis to hold it (for example, their employees' data). Growth Fork Ltd processes it only to provide the BrossOS service, in line with our contract with that client and, where in place, a separate Data Processing Agreement.

If you are a staff member of a restaurant using BrossOS and have questions about your own data, please contact that restaurant directly in the first instance, or contact us at support@brossos.com and we will direct your request appropriately.

8. RestaurantBuildLab — Course Attendee Data

If you book a place on the RestaurantBuildLab course, we collect your name, email, phone number, payment details (processed securely by our payment provider) and any information you share during live sessions. This is used to deliver the course, manage your booking, and — with your consent — to contact you about future cohorts or related Growth Fork services. Contact: support@restaurantbuildlab.com.

9. How Long We Keep Your Data

We keep your personal data only for as long as necessary:

- Enquiry data — 12 months from last contact if no programme is started
- Client programme data — 3 years from the end of your programme, for legal and business record purposes
- Financial records — 6 years as required by UK HMRC regulations
- Marketing data — until you unsubscribe or request removal

10. Your Rights Under UK GDPR

As a UK resident you have the following rights regarding your personal data:

- The right to access — you can request a copy of the data we hold about you
- The right to rectification — you can ask us to correct inaccurate data
- The right to erasure — you can ask us to delete your data in certain circumstances
- The right to restrict processing — you can ask us to limit how we use your data
- The right to data portability — you can request your data in a transferable format
- The right to object — you can object to us processing your data for marketing purposes at any time

To exercise any of these rights please contact us at: info@growthfork.co.uk

We will respond within 30 days of receiving your request.

11. How We Protect Your Data

We take the security of your personal data seriously. We use the following measures to protect it:

- All third-party platforms we use apply industry-standard encryption and security protocols
- Access to client data is restricted to Growth Fork Ltd only
- We do not sell, rent or share your personal data with third parties for their own marketing purposes
- We do not transfer your data outside the UK or EEA without appropriate safeguards in place

12. Cookies

Our website may use cookies to improve your browsing experience. Cookies are small files stored on your device that help us understand how visitors use our site.

You can control cookie settings through your browser at any time. Please note that disabling cookies may affect the functionality of some parts of our website.

13. Marketing Communications

We will only send you marketing emails, tips or programme updates if you have given us your consent to do so — for example by signing up through one of our forms or booking a call.

You can unsubscribe from marketing communications at any time by clicking the unsubscribe link in any email or by contacting us directly at info@growthfork.co.uk.

14. How to Make a Complaint

If you are unhappy with how we have handled your personal data, please contact us first at info@growthfork.co.uk and we will do our best to resolve the issue.

If you remain unsatisfied, you have the right to lodge a complaint with the UK Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Helpline: 0303 123 1113

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business or legal requirements. The most current version will always be available on our website at www.growthfork.co.uk.

The date at the top of this document shows when it was last updated.

16. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact us:

Growth Fork Ltd

Reading, United Kingdom

Email: info@growthfork.co.uk

Phone: 07399 339449

Website: www.growthfork.co.uk

