



Southfields Farm, Church Lane, West Parley, Ferndown, Dorset, BH22 8TR

Privacy Policy Notice

Here at Edens Landscapes Ltd we take your privacy, together with the issues of security and data protection very seriously.

We strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

For the purpose of the Data Protection Act 2018 and the General Data Protection Regulation we are notified as a Data Controller with the Office of the Information Commissioner under registration number ZA382353 and we are the data controller of any personal data that you provide to us. Our Data Protection Officer is Lyn Hopkins who can be contacted at lyn@edenslandscapes.co.uk.

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

How we collect information from you and what information we collect about you

We collect information about you in one or more of the following ways:

- from details supplied by you when requesting a quote/maintenance services.

We may collect the following information about you:

- Customer name, Company name, Company Registration number, e-mail address, telephone number;
- property address; customer address.

Why we need this information about you and how it will be used

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you and to administer your account;
- to enable us to supply you with the services, products and information which you have requested from us;
- to help you to manage your maintenance requirements;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our supplies which may affect you; and



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- for all other purposes consistent with the proper performance of our operations and business which may include contacting you with details of any special offers.

Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed only by us or a third party, acting on our behalf, within the UK/EEA. All the personal data we gather is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information is located on servers within the European Union. No third parties have access to your personal data unless the law allows them to do so.

We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- if we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners;
- if you are unable to make payments under your contract (verbal or written) your information may be disclosed to any relevant party assisting in the recovery of this debt or the tracing of you and;

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Security

When you give us information we take steps to make sure that your personal information is kept secure and safe.

Data is held on file in locked premises and on computers protected by passwords and virus protection software. For further details please see our IT compliance statement.

Credit card details are destroyed immediately payment is confirmed and are not made available to a third party.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law or as set out in any relevant contract we have with you. Your basic personal data (name, address and contact details) will be held as long as current UK Government tax laws dictate, after which time it will be destroyed. Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information.



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Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data of yours we hold; and object to receiving any marketing communications from us.
- if at any time you believe the information we hold for you is incorrect you can request to see this data and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

If you would like to exercise any of your rights above please contact us at lyn@edenslandscapes.co.uk.

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.