



AG LANDSCAPES & GARDENS

Our rather *lovely* Privacy Policy...

A little bit of info about this Privacy Policy.

This is one of those slightly boring documents... But, it's all good stuff that's worth knowing. So, please bear with us; break out the emergency Jaffa cakes and pop on a good brew whilst we outline our legal and moral obligations for the protection and safeguarding of your privacy and data.

We value the personal data that individuals and clients choose to share with us and we take their privacy very seriously.

This Privacy Notice sets out the categories of personal data we may hold for you, why we need that data, how we will use it and how long we will retain it. Should you engage our services then we will take this to mean that you are satisfied with the contents of this notice but, should you have any concerns or want to chat any part of it through then we would encourage you to get in touch either by email or phone to the following details:

info@aglandscapesandgardens.co.uk

07595 527 190 (*Jess*) or 01424 583 506 (*Office*)

We may update this notice from time to time, but the most updated version will always be available via our website for your convenience. We will also supply a copy of the most up-to-date version of this notice with every quote that we send out, together with a copy of our T&C's (*another riveting read!*)

What personal data might we need and how will we use it?

We promise that we will only collect the personal data needed to provide you with the services you originally enquired about and to correspond with you about it. This may include...

- **Your name and address:**

We use these so that Alfred can visit you and view your garden to assess the work. We will then use these details again to compile your quote and subsequent invoices. These will never be shared with anyone outside of AG Landscapes & Gardens. However, should you engage our services, then the team will be given your address so that they know where to carry out your work! In turn, they are contractually obliged to respect the security of your data and to treat it in accordance with the law.

- **Your telephone number and email contact:**

We use these to stay in touch; to send out quotes and invoices, generally keep you in the loop on how work is progressing, and ask (or answer!) any relevant questions.

This information is never shared with anyone else at AG Landscapes & Gardens beyond Alfred (*proprietor*) and Jessica (*office support*) only.

- **Project preferences**

In the lead-up to quoting, we will ask about the details of what you want done to your garden and your preferred materials and/or budget. If you decide to engage our services then we will ask if you would like Alfred or the team to keep anything in mind whilst we complete your project **Eg:** the possibility of escaping pets, access to the site whilst the client is away, scheduled work calls *etc etc*.

You are not obliged to give us this information and none of this information is kept on your client file once your project is completed.

What personal data might we need and how will we use it? (continued)

We do not ever share your details with third parties and we will not ever contact you with any marketing material, promotions or updates. Updates on what we're up to are only available by following us on Facebook.

Any correspondence with you will be as a direct result to a specific enquiry you have made or in relation to a subsequent project that you may have engaged us to work upon. Your details are only used to...

... provide the services detailed on our website

... provide you with quotes and invoices

... keep clients informed of a projects progress so that we can provide the best service possible.

We do not seek to obtain personal data that falls outside the scope of this Privacy Notice and we kindly request that individuals do not furnish us with any unnecessary personal data. In accordance with data protection legislation we may destroy personal data supplied to us where we do not believe we have a sufficient legal basis to retain it.

How do we collect your information?

We collect personal information directly from the client through one or more of the following channels:

- via our enquiry form on our website (www.aglandscapesandgardens.co.uk)
- through work alerts made by the client on Checkatrade or Which? Trusted Trader
- through contact made by the client on Facebook
- directly from the client over the phone
- directly from the client by email

Retaining your personal data & your rights.

We will retain your details on file after services rendered and will maintain the appropriate security measures to prevent the misuse, loss or disclosure of your personal data.

You have the right to access the personal data we hold for you and the right to request that your personal data be corrected, erased or that we restrict processing. Should you wish to exercise any of these rights then please contact Jess on the following details:

info@aglandscapesandgardens.co.uk

07595 527 190 (*Jess*) or 01424 583 506 (*Office*)

You will not have to pay a fee to access your personal information (or to exercise any of your other rights).

You also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). But, we hope that you never need to!

Thank you for taking the time to read our Privacy Policy.

Please do let us know if there's any part of it that you might want to chat through – we are always happy to have a natter 😊

With kind regards,

The Team at AG Landscapes & Gardens.