



▶ LANDSCAPING ▶ TREE SURGERY ▶ MAINTENANCE
▶ WILDLIFE GARDENING ▶ CONSERVATION PROJECTS

Privacy Policy

April 2018 Version 1.0

At T & T Earthmatters Ltd we are committed to maintaining the privacy and security of any and all personal information we collect from you, our customers. The main reason we will collect and process your information is to fulfil work for you and to provide and maintain a high level of customer service and satisfaction. This privacy notice explains in clear language *who* we are and how to contact us, *what* information we collect and *why*, and *how* we use that information and which third parties that information may need to be *shared* with.

Who we are

When we say 'we' or 'us' in this notice we refer to T & T Earthmatters Ltd.

Please contact Katrina Todd Ojukwu to make a request under the Data Protection Act or EU data protection regulation or if you have any questions about your personal information:

Email: katrina@ttearthmatters.co.uk

T & T Earthmatters Ltd

93 Coleridge Rd

Croydon

CR0 7BT

In the event that you are not satisfied with the response from T & T Earthmatters Ltd you may contact the Information Commissioner directly - <https://ico.org.uk/global/contact-us/>

What information do we collect?

- Information you have provided to us such as Forename, Surname, Address, Billing address, Email address and Contact phone number.
- We only take your bank details in exceptional circumstances (such as for payment due to a broken window) and would include account number, account name and sort code for Faster Payment transactions. Please note that we never take credit card details.
- If you contact us by email or by post we may keep a copy of that correspondence.

Why we collect this information and how we use it

We collect personal information from you so we can carry out visits for quotes, carry out landscaping, gardening or tree work and contact you in regards to work orders placed and keep you updated on their progress. When you agree for us to carry out work for you, your personal details may be shared internally with our staff to fulfil the delivery of your work. Your address details may be shared with third party suppliers to arrange delivery of supplies for the work required.

Our legal basis for collecting and processing your personal information is generally that we either have your explicit consent, that we require this information in order to perform a contract with you or that we have a legitimate business interest to do so.

How long we store the information we collect

We will securely store your information as long as is necessary for warranty, financial and tax storage requirements. Once we no longer have a legitimate business need to store or process your personal information we will delete or remove it at the earliest opportunity.

The information we collect may be stored and processed in various locations, this will not include locations outside the European Economic Area (EEA).

Who we may share your personal information with

In order to fully process the job for you we will share relevant personal information with third parties where required.

Your personal information may be shared with:

- Delivery companies to facilitate the delivery of your goods.
- Online Santander business banking if payments are to be made to you.

Your rights under Data Protection Law

Under the General Data Protection Regulation (GDPR) you have the following rights as an individual:

- The right to be informed - you have the right to be informed about the collection and use of your personal data, the purpose of processing your data, the retention of your data and who it may be shared with.
- The right of access - you have the right to be told what personal data we hold about you on our database and how we process that data. You also have the right to be provided with a copy of all personal data we hold (in a format and time frame that is reasonable to request, not exceeding 1 month), we will not charge for providing this information.
- The right to rectification - you have the right to have any inaccurate personal data rectified or completed if incomplete.
- The right to erasure - you have the right to have personal data erased, also known as the 'right to be forgotten'. Where appropriate requests have been made, deletion of personal data will be processed within 1 month.
- The right to restrict processing - you have the right to request restriction or suppression of your personal data although this only applies in certain circumstances.
- The right to data portability - you have the right to obtain and reuse the personal data we hold for your own purposes across different services. This would generally involve a copy or transfer of the personal data we hold in an electronic format from one IT environment to another.
- The right to object - you have the right to object to processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling), direct marketing (including profiling) and processing for purposes of scientific/historical research and statistics.
- Rights related to automated decision making including profiling.

For further information on your Individual rights please visit the Information Commission's Office website - <https://ico.org.uk/for-organisations/guide-to-data-protection/principle-6-rights/>

If you wish to exercise any of the rights listed above please contact Katrina Todd Ojukwu, Director who can help you.

Signed:



Katrina Todd Ojukwu

Director