**The Garden Specialist Privacy Policy**

**Date: 1st October 2024**

The Garden Specialist takes the privacy of your information very seriously.

This privacy policy applies to our use of any and all data collected by us or provided by you in relation to your use of the website.

**Please read this privacy policy carefully**

**Our contact details**

The Garden specialist

Registered address: 106 Granville Road

Blackpool

FY3 8DW

**Mobile: 07846107194**

Email: enquiries@thegardenspecialist.co.uk

**What type of information we have**

We currently collect and process the following information:

* When contacting us to enquire about, for example, our services we will collect contact details such as name, email address and telephone number.

**How we get the information and why we have it**

The personal information we process is provided to us directly by you for one of the following reasons:

* You have made contact using one of the online enquiry contact forms.
* You have made contact via email, WhatsApp, Facebook Messenger or telephone.
* You have subscribed to the email subscription registration

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

* **Your consent. You are able to remove your consent at any time. You can do this by contacting enquiries@thegardenspecialist.co.uk**
* **We have a contractual obligation.**
* **We have a vital interest.**

**What we do with the information we have**

We use the information that you have given us in order to:

* To make contact with you
* To send email marketing and newsletters
* To provide our services
* To help us in our decision making when planning our services

We do not share this information with any third parties without prior consent.

**How we store your information**

Your information is securely stored either electronically or in paper form.

Information held electronically is stored on the websites secure servers.

Information held in paper form is kept in a locked filing cabinet in a secure office or in locked vehicle when on location delivering one of our services.

* We keep contact information such as name, email and telephone numbers until we are asked to delete these from our systems.

We will then dispose of your information by either electronically deleting the details from the servers or by shredding any paper copies

* We keep contact (name, address, telephone) and payment details used when you have paid for services from us for a period necessary to fulfil our accounting purposes and HMRC tax recording obligations.

We will then dispose of your information by either electronically deleting the details from the servers or by shredding any paper copies.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at

The Garden Specialist

Office address: 106 Granville Road

Blackpool

FY3 8DW

**Mobile: 07846107194**

Email: enquiries@thegardenspecialist.co.uk

If you wish to make a request.

**How to complain**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

**General**

* The Garden Specialist reserves the right to change the privacy policy as is deemed necessary or as required by law at any time.
* Changes will be updated on the website and will take effect immediately upon posting. Policies are dated for easy identification of the current policy.
* You have accepted the terms of our privacy policy and terms and conditions on first use of our website following any alterations.