



## Privacy Notice

### Introduction

At Totally Trees Ltd, we take our responsibility to look after your personal data and to protect and respect your privacy very seriously.

This Privacy Notice and our Terms and Conditions of Service explain what data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

The privacy notice applies to anyone who gives us their details because they are interested in purchasing any of the services we offer.

Totally Trees acts both as a Data Controller and a Data Processor.

### Who are we and how do you contact us?

Totally Trees Ltd is a tree surgery company, based in South Leicestershire.

We are a UK Limited Company and our registered office is at 17 Spring Close, Lutterworth, Leicestershire, LE17 4DD, company number is 4628122. Jacqui Mitchell is the director responsible for data protection, and can be contacted at [info@totallytrees.co.uk](mailto:info@totallytrees.co.uk).

Please email any enquiries about privacy to us at [info@totallytrees.co.uk](mailto:info@totallytrees.co.uk).

### What information do we collect?

We collect details such as your name, email address, site address and telephone number. We may also collect business and company information. We also keep records of your correspondence, such as emails. We collect this information so that we can conduct business with you and provide a service.

We collect this information when you get in touch with us, for example if you phone with an enquiry, contact us through social media, email us or meet us in person.

If you provide us with personal data about a third party, you agree that you have obtained consent from the third party for the disclosure and use of their data.

We do not buy or sell any personal information.

We do not collect or hold any credit or debit card details.

### How do we use personal information?

Data protection laws state that we are only able to process personal data if we have valid reasons to do so.

We process data for the following purposes:

- To process orders that you have given us
- To provide you with our services
- To comply with contractual obligations
- To provide customer care
- To set up and administer accounts, process payments and keep track of billing and payments

- To collect references
- To inform you of service and price changes
- For legal obligations (e.g. fraud prevention)

**What legal basis do we have for processing your personal data?**

The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance and to contact you for the purposes of customer services.

**When do we share personal data?**

We do not sell your personal data to third parties for marketing or advertising purposes.

We may share your data with a third party provider, if required to provide the services you request. If so, we will limit any shared information to the minimum required.

We may pass your personal data to third parties, such as a local authority, if required as part of a TPO or conservation area application. We will only share the information that is necessary for the application.

We may share your email address with ReferenceLine for the purposes of obtaining independent customer reviews of our work. We are confident that ReferenceLine hold the data securely and do not pass it on to third parties.

We share your personal data with our accountant such that our accounts can be completed.

We may share your personal data if we are under a duty to disclose data in order to comply with any legal obligation.

**Where do we store and process personal data?**

All our personal data is stored on a secure hard drive and backed up regularly on to a separate hard drive in a secure location.

Personal data may be recorded in a notebook, which is kept in a secure location.

Job and accounts information is stored on our secure hard disk and backed up on to Dropbox.

Email is held on the storage provided by 123-reg.

We understand that these companies provide a secure storage system. Please refer to the information published by these companies for details on their security and encryption.

**How do we secure personal data?**

Please refer to the information published by the above companies regarding their encryption and security. We believe that they provide a secure storage solution.

Our IT equipment is protected by a password-protected firewall and anti-virus software which is regularly updated. Our IT equipment such as laptops is all password or passcode protected.

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our Terms and Conditions.

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with.

### **How long do we keep your personal data for?**

We will keep your data as long as you are a customer of Totally Trees Limited. Due to the nature of our work, whereby long periods of time may pass between jobs, we retain customer records until such a time as a data subject might request that they are no longer a customer.

If you request to be removed from our database and no longer wish to be a customer, we will delete all electronic and destroy all hard-copy personal data that we hold about you. There may be circumstances in which we cannot delete data, for example when we are required to keep it for legal reasons.

### **What are your rights in relation to personal data?**

Under the GDPR, you have the right to access and control your personal data. This includes:

- access to personal information
- correction and deletion
- withdrawal of consent (if processing data on condition of consent)
- data portability
- restriction of processing and objection
- lodging a complaint with the Information Commissioner's Office

Please inform us in writing if you would like us to let you know what data we hold about you or if you would like us to correct or delete it. There may be instances where we are required to keep certain data by law.

### **What about data profiling, our website, and links to other websites?**

Our website, [www.totallytrees.co.uk](http://www.totallytrees.co.uk), does not currently use cookies . It does not collect personal information that can be linked to an individual.

We do not use automated decision-making or profiling.

We do not accept responsibility for the content or information on any external website which our website links to.

**Your right to complain**

You have a right to make a complaint about how we process your personal data to the Information Commissioner:

[www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

Telephone: 0330 123 1113