

## **Creative Cheshire Gardens Privacy & Cookie Policy**

Last updated: [14/09/25]

### **Privacy Policy**

Creative Cheshire Gardens (“we”, “our”, “us”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and store your information when you use our services.

#### **1. Information we collect**

We may collect the following information from you when you enquire about or use our services:

- Full name
- Home address
- Email address
- Phone number
- Details about your garden and property

#### **2. How we collect your information**

We collect personal information directly from you when you:

- Enquire about our garden design services
- Book a consultation through Calendly
- Communicate with us by phone, email, or in person
- Provide details during site visits

We may also collect project management data when using software such as Google Maps, Bookipi (invoicing) and ClickUp (project planning).

#### **3. How we use your information**

We use your information for the following purposes:

- To design your garden and provide you with our professional services
- To communicate with you about your project
- To arrange site visits and meetings
- To issue invoices and manage payments
- To schedule appointments using Calendly
- To manage projects in ClickUp
- To generate invoices and receipts in Bookipi

#### **4. Sharing your information**

We only share your personal information when necessary, including with:

- Trusted landscapers and contractors so they can provide you with accurate quotes for the build work
- Third-party service providers (Calendly, Bookipi, ClickUp) who help us manage scheduling, invoicing, and project organisation

We do not sell your data to third parties.

#### **5. How long we keep your information**

We keep your personal information only for as long as is necessary:

- For the duration of your project and any aftercare period
- For accounting purposes, we may retain invoices and records for up to 6 years as required by law

#### **6. Your rights**

Under UK data protection law (GDPR), you have the right to:

- Request a copy of the personal data we hold about you
- Ask us to correct any inaccurate information

- Ask us to delete your personal data (where we are legally able to do so)
- Object to our use of your data for certain purposes
- Request that we restrict how your data is used

If you wish to exercise any of these rights, please contact us at:

info@creativecheshiregardens.co.uk

## **7. Security of your information**

We take appropriate technical and organisational measures to protect your personal information from loss, misuse, or unauthorised access.

## **8. Contact us**

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Creative Cheshire Gardens

Email: info@creativecheshiregardens.co.uk

Phone: 07979 590948

If you are unhappy with how we handle your data, you also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk).

## **Cookie Policy**

Creative Cheshire Gardens ("we", "our", "us") uses cookies and similar technologies to provide you with the best experience on our website. This Cookie Policy explains what cookies are, how we use them, and how you can manage your preferences.

### **1. What are cookies?**

Cookies are small text files placed on your device when you visit a website. They help websites work properly and provide information to website owners.

### **2. How we use cookies**

We use cookies for the following purposes:

- Essential cookies – necessary for the website to function properly (e.g. remembering your cookie consent)
- Analytics cookies – we use Google Analytics to understand how visitors use our site so we can improve our services

### **3. Third-party cookies**

Some cookies are set by third-party services we use, such as Google Analytics. These providers may set their own cookies when you visit our site.

### **4. Managing cookies**

When you first visit our site, you will be asked to accept or decline cookies. You can change your preferences at any time by adjusting your browser settings.

You can block or delete cookies in your browser settings if you do not wish them to be stored. Please note: disabling certain cookies may affect the functionality of our site.

### **5. More information**

To learn more about cookies, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

### **6. Contact us**

If you have any questions about our Cookie Policy or data protection practices, please contact us:

Creative Cheshire Gardens

Email: info@creativecheshiregardens.co.uk

Phone: 07979 590948