



*T: 020 3897 8422 E: [info@stephencharleslandscapes.co.uk](mailto:info@stephencharleslandscapes.co.uk)  
[www.stephencharleslandscapes.co.uk](http://www.stephencharleslandscapes.co.uk)*

## Privacy Notice

This Privacy Policy governs the manner in which Stephen Charles Landscapes Limited collects, uses, maintains and discloses information collected from users (each, a “User”) of the [www.stephencharleslandscapes.co.uk](http://www.stephencharleslandscapes.co.uk) website (“Site”). This privacy policy applies to the Site and all products and services offered by Stephen Charles Landscapes Limited.

### Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, fill out a form, respond to a survey, subscribe to the newsletter and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, credit card information.

Users may, however, visit our Site anonymously.

We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

### Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### Web browser cookies

Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.



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## How we use collected information

Stephen Charles Landscapes Limited collects and uses Users personal information for the following purposes:

*To improve customer service*

Your information helps us to more effectively respond to your customer service requests and support needs.

*To personalize user experience*

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

*To improve our Site*

We continually strive to improve our website offerings based on the information and feedback we receive from you.

*To process transactions*

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

*To administer a content, promotion, survey or other Site feature*

To send Users information they agreed to receive about topics we think will be of interest to them.

*To send periodic emails*

The email address Users provide for order processing, will only be used to send them information and updates pertaining to their order. It may also be used to respond to their inquiries, and/or other requests or questions. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

## How we protect your information



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We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures. Our Site is also in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

## **Sharing your personal information**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

## **Changes to this privacy policy**

Stephen Charles Landscapes Limited has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

## **Rights**

The GDPR provides certain rights that individuals may exercise in respect of their own personal data. If you would like to exercise any of the rights in the GDPR, in respect of personal data you have submitted to Stephen Charles Landscapes Limited, please contact the Data Protection Officer using the contact details below. Please note that there may be some circumstances in which your request cannot be complied with – for instance if we have a legal obligation to keep data, or to process it in a particular way. All requests to exercise GDPR rights will be handled on a case by case basis.



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## Retention period

We treat different pools of data in different ways. Anonymised survey data will be kept for the purposes of analysing the data for an indeterminate amount of time (until we no longer need it).

Where individuals have opted to participate in the free draw only, email addresses will be deleted within 28 days of completion of the draw.

Where individuals have opted to participate in the future research, email addresses will be stored until the individual unsubscribes, upon which it will be promptly and permanently deleted.

## Lawful basis for processing

The Act requires that the lawful basis and purpose for processing personal data are determined, documented and published in our Privacy Policy before processing begins. There are six lawful bases for processing, four of which are valid for the Trust:

- a) **Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
- b) **Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- c) **Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
- d) **Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

At least one of the above must apply whenever you process personal data. The lawful basis can also affect which rights are available to the data subject (see section 6).

## Purpose of processing

Contact information is held for the purposes of  
Responding to your enquiry  
Sending occasional newsletters where you have consented



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Enabling us to carry out work at your property as per our agreement  
Taking photographs both during, before and after work to help us improve our quality and to log that our teams have completed the work

## Your acceptance of these terms

By using this Site, you signify your acceptance of this policy and terms of service. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

## Right to lodge a complaint

If you are dissatisfied with the way we are managing your personal data, please let us know in the first instance by writing to [megan@stephencharleslandscapes.co.uk](mailto:megan@stephencharleslandscapes.co.uk). If you remain dissatisfied, you are entitled to raise your concerns with the Information Commissioner's Office.

The contact details are:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Stephen Charles Landscapes Limited

[www.stephencharleslandscapes.co.uk](http://www.stephencharleslandscapes.co.uk)

8 Clifford Road, Petersham, Surrey TW10 7EA  
Telephone: 0203 8978 422



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[megan@stephencharleslandscapes.co.uk](mailto:megan@stephencharleslandscapes.co.uk)

## Contact details of the DPO

Megan Randell

The Data Protection Officer can be contacted at [megan@stephencharleslandscapes.co.uk](mailto:megan@stephencharleslandscapes.co.uk)

Created April 2018

Revise April 2019