

Privacy Policy

1. Introduction

Scofell Landscapes Ltd (“We”, “Us”, “Our”) are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us including any information you may provide through our site when you receive any of our services.

Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

By providing us with your data, you warrant to us that you are over 13 years of age.

Scofell Landscapes is the data controller and we are responsible for your personal data.

Our registered office is Orchard Barn, Oxford Road, Chieveley, Berkshire RG20 8RU.

To contact us, please telephone our customer service line on 0845 3303203 or email info@scofell.co.uk

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your information changes by emailing us at info@scofell.co.uk

2. Information we may collect from you

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may collect and process the following types of personal data about you:

- Information you give us. You may give us information about you by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you take our services. The information you give us may include;
 - **Identity Data** which may include your first name, maiden name, last name, username, marital status, title, date of birth and gender.
 - **Contact Data** which may include your billing address, delivery address, email address and telephone numbers.
 - **Financial Data** which may include your bank account and payment card details.
 - **Transaction Data** which may include details about payments between us and other details of purchases made by you.
 - **Profile Data** which may include your purchases of our service, your interests, preferences, feedback and survey responses.
 - **Marketing and Communications Data** which may include your preferences in receiving marketing communications from us.



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3. How we collect your personal data

We collect data about you through a variety of different methods including:

- Direct interactions: You may provide by communicating with us by post, phone, email or otherwise, including when you:
 - Order our services;
 - Request resources or marketing be sent to you;
 - Enter a competition, prize draw, promotion or survey; or
 - Give us feedback.

4. How we use your personal data

We will only use your personal data when legally permitted. The most common uses of your personal data are:

- Where we need to perform the Contract between us.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal ground for processing your personal data, other than in relation to sending marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by emailing us at info@scofell.co.uk

Purposes for processing your personal data

Set out below is a description of the ways we use your personal data and the legal grounds on which we will process such data. We have also explained what our legitimate interests are where relevant.

We may process your personal data for more than one lawful ground, depending on the specific purpose for which we are using your data. Please email us at info@scofell.co.uk if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose

To register you as a new customer.
To manage our relationship with you which will include:
To process and delivery your service including notifying you about changes to our terms and privacy policy.

Manage payments and charges. Collect and recover money owed to us.

Asking you to leave a review or take a survey. To make suggestions and recommendations to you about our services that may be of interest to you.

Lawful basis for processing

Performance of a contract with you.

Necessary for our legitimate interests to recover debts owed to us.

Necessary for our legitimate interests to keep our records updated and to study how customers use our services.



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Marketing communications

Our lawful ground of processing your personal data to send you marketing communications is either your consent or our legitimate interests (namely to grow our business).

Under the Privacy and Electronic Communications Regulations, we may send you marketing communications from us (i) if you take our services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, we may send you marketing emails without your consent. However, you can still opt out of receiving marketing emails from us at any time.

You can ask us to stop sending you marketing communications at any time by following the opt-out links on any marketing message sent to you OR by emailing us at info@scofell.co.uk at any time.

Where you opt out of receiving our marketing communications, this will not apply to personal data provided to us as a result of you taking a service from us.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing. We may process your personal data without your knowledge or consent where this is required or permitted by law.

5. Disclosures of your personal data

We may have to share your personal data with third parties as set out below:

- Service and platform providers who provide IT, CRM and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
- Government Bodies including HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.
- If we are under a duty to disclose or share your personal data in order to comply with a legal obligation. This includes exchanging information with other companies and organisation for the purposes of fraud protection and credit risk reduction.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.



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6. Data security

We have put in place security measures to prevent your personal data from being accidentally lost, used altered, disclosed or accessed without authorisation. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

7. Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers.

In some circumstances you can ask us to delete your data: see below for further information. In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

8. Your legal rights

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at info@scofell.co.uk. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal



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data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

9. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page.

Please check back frequently to see any updates or changes. This privacy policy was updated on 22nd May 2018.

