

# **Hambledon Landscapes & Hambledon Trees Limited Privacy Policy**

## **Our contact details**

Name: Christopher Dinenage

Address: Hart Plain Avenue, PO8 8RX

Phone Number: 02392252919

E-mail: [dinenage@gmail.com](mailto:dinenage@gmail.com)

Web: [www.hambledonlandscapes.co.uk](http://www.hambledonlandscapes.co.uk)

## **The type of personal information we collect**

We currently collect and process the following information:

- your personal details (such as your name and/or address)
- details of contact we have had with you in relation to the provision, or the proposed provision, of our services
- details of any services you have received from us
- our correspondence and communications with you
- Information about any enquiries you make to us

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

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

- you request a proposal from us in respect of the services we provide
- you engage us to provide our services and also during the provision of those services
- you contact us by email, telephone, post or social media (for example when you have a query about our services);

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

- Carry out our obligations arising from any agreements entered into between you and us (which will most usually be for the provision of our services);

- provide you with information related to our services and our events and activities that you request from us or which we feel may interest you
- seek your thoughts and opinions on the services we provide
- notify you about any changes to our services.
- If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.

We will only disclose data when obliged to disclose personal data by law, or the disclosure is 'necessary' for purposes of national security, taxation and criminal investigation. We will never sell or disclose your details to any 3rd party for the purpose of marketing, market research, or any purpose other than in direct relation with your enquiry or order.

### **How we store your personal information**

Your information is securely stored. We limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know.

### **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 personal 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 personal information in certain circumstances.

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

**Your right to data portability** - You have the right to ask that we transfer the personal 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 details above if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at the above details.

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

ICO website: <https://www.ico.org.uk>