



THE OLD PARSONAGE, BRISTOL ROAD, LANGFORD, NORTH SOMERSET. BS40 5JE
+44 (0) 1934 852235 | +44 (0) 7970 705384
enquiries@philstovell.co.uk | www.philstovell.co.uk

Phil Stovell Garden Design - Privacy Statement

Introduction

Phil Stovell Garden Design (PSGD) is committed to protecting personal data. This privacy statement describes why and how we collect and use personal data and provides information about your rights. This privacy statement applies to personal data provided to us, both by you and by third parties. When collecting and using personal data, our policy is to be transparent about why and how we process personal data.

Who we are

PSGD, is a Sole Trader. PSGD is the 'data controller' of the personal data we collect about you and is subject to the Data Protection Act 1998, and, when it takes effect on 25 May 2018, the General Data Protection Regulation (the GDPR).

Updating and amending your personal information

We will always try to keep your data as up to date as possible. If at any time you want to update or amend your personal data or marketing preferences, you can do so by contacting the PSGD office at enquiries@philstovell.co.uk, or by calling 01934 852235, or by writing to PSGD, The Old Parsonage, Bristol Road, Langford. North Somerset BS40 5JE.

Why do we use your information?

We have set out how we process your information below. We will only use your personal information when the law allows us to do so. We only process your personal information when you have specifically consented to it.

We will only use your personal information for the purposes for which we collected it as set out in this privacy statement, 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 information for an unrelated purpose, we will notify you and we will explain the legal basis that allows us to do so.

Processing your data:

After we have been contacted by you, we will keep the following personal data:

1. Clients' personal data -

- Name, address, phone numbers & email addresses
- House plans
- Topographical surveys
- Business contact details
- Legal agreements connected with properties being worked on

2. Supplier/Contractor details. Held for supply purposes and in order to carry out works.

How your data is used:

To contact individuals about their projects and for the supply of services and goods.

Sharing your personal data: Your personal data is only shared with suppliers for purposes of delivery, site visits and communication purposes in connection to landscape projects.

All our third-party service providers are required to take appropriate security measures to protect your personal information. Where third parties process your personal information on our behalf as "data processors" they must do so only on our instructions and where they have agreed to treat the information confidentially and to keep it secure.

Where we store your information

Your personal data is stored at our office at PSGD, The Old Parsonage, Bristol Road, Langford, North Somerset BS40 5JE in the following places:

- Our office computers
- On paper client files
- On paper plans

Record Retention Records will be securely stored either digitally and/or on paper records in the following ways:

Permanent and long term records - 20+ years Some of our records are very important, not only because they support the work we are doing at the moment, but because they show the work, decisions and legacy of Phil Stovell Garden Design. These records will be useful for years to come.

Examples of documents -

Client files, Plans, Garden designs, Planning applications, Research, Specialist advice of all kinds - surveys, reports, advice etc.

Short Term documents - up to 7 years.

General administration/ office management records Monthly reports. Most financial documents - invoicing, purchasing, receipts, budgets, spend etc. Accounting records. Presentations.

Temporary documents - things we need to keep only until they are superseded or not required for our current work. These are documents and records which should be kept for as little time as possible or until superseded. This would include drafts, administration, travel information or meeting arrangements.

Data Security

We have put in place appropriate internal security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality. We have also put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where necessary.

Your Rights

Data protection law gives you a number of rights when it comes to personal information we hold about you. The key rights are set out below. More information about your rights can be obtained from the Information Commissioner's Office (ICO) <https://ico.org.uk/>. Under certain circumstances, by law you have the right to:

- Be informed in a clear, transparent and easily understandable way about how we use your personal information and about your rights. This is why we are providing you with the information in this notice. If you require any further information about how we use your personal information, please let us know.
- Request access to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of the personal information we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information unless there is good reason for us continuing to process it (for instance, we may need to continue using your personal data to comply with our legal obligations). You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to us using your information on this basis and we do not have a compelling legitimate basis for doing so which overrides your rights, interests and freedoms (for instance, we may need it to defend a legal claim). You also have the right to object where we are processing your personal information for direct marketing purposes.

- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party where you provided it to us and where we are using it based on your consent, or to carry out a contract with you, and we process it using automated means.
- Withdraw consent. In the circumstances where we are relying on your consent (as opposed to the other bases set out above) to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate interest in doing so.
- Lodge a complaint. If you think that we are using your information in a way that breaches data protection law, you have the right to lodge a complaint with your national data protection supervisory authority (if you are in the UK, this will be the ICO).

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, withdraw your consent to the processing of your personal information or request that we transfer a copy of your personal information to another party, please contact us. Our contact details are set out below.

No fee is usually required. You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you. We may need to request specific information from you to help us understand the nature of your request, to confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Timescale. Please consider your request responsibly before submitting it. We will respond to your request as soon as we can. Generally, this will be within one month from when we receive your request but, if the request is going to take longer to deal with, we will let you know.

Changes to this privacy statement

Any changes we make to our privacy statement in the future will be posted on the privacy statement page of our website and, where appropriate, notified to you by e-mail or otherwise.

Contacting us:

If you have any queries about this Privacy Statement or how we process your personal information or if you wish to exercise any of your rights under applicable law, please contact PSGD:

- By email: enquiries@philstovell.co.uk
- By phone: 01934 852235 or 07970 705384
- Or by post: PSGD, The Old Parsonage, Bristol Road, Langford. North Somerset BS40 5JE