
PRIVACY POLICY

BACKGROUND:

Greenscape Garden Services understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, www.greenscapedgardenservices.co.uk ("Our Site") and will only collect and use personal data in ways that are described here, and in a manner that is consistent with Our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy is deemed to occur upon your first use of Our Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1. Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

"Cookie"	means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in section 13, below;
"Cookie Law"	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;
"personal data"	means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the Data Protection Act 2018 and any successor legislation such as to implement the General Data Protection Regulation into UK legislation ("UK GDPR"); and
"We/Us/Our"	Means Christian Lucas trading as Greenscape Garden Services, a sole trader, whose registered address is 2 Vickers Crescent, Hooton, CH66 7PW ,

2. Information About Us

Our Site is owned and operated by Christian Lucas trading as Greenscape Garden Services, a sole trader, whose registered address is 2 Vickers Crescent, Hooton, CH66 7PW ,

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

4. **Your Rights**

As a data subject, you have the following rights under the UK GDPR, which this Policy and Our use of personal data have been designed to uphold:

- The right to be informed about Our collection and use of personal data;
- The right of access to the personal data We hold about you (see section 11);
- The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 13);
- The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact Us using the details in section 13);
- The right to restrict (i.e. prevent) the processing of your personal data;
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- The right to object to Us using your personal data for particular purposes; and
- Rights with respect to automated decision making and profiling.

If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 13 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

5. **What Data Do We Collect?**

Depending upon your use of Our Site, We may collect some or all of the following personal and non-personal data (please also see section 12 on Our use of Cookies and similar technologies):

- name;
- contact information such as email addresses and telephone numbers; and
- demographic information such as your address/post code

6. **How Do We Use Your Data?**

All personal data is processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under the Data Protection Act 2018 and **UK** GDPR at all times. For more details on security see section 7, below.

- Our use of your personal data will always have a lawful basis, either because it is necessary for Our performance of a contract with you, because you have consented to Our use of your personal data (e.g. by completing the Contact Us form or by emailing us your details), or because it is in Our legitimate interests. Specifically, We may use your data for the following purposes:

- Supplying Our services to you (please note that We require your personal data in order to enter into a contract with you);
 - Replying to emails from you;
 - Analysing your use of Our Site to enable Us to continually improve Our Site and your user experience
- You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.
 - We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will therefore be retained for the following periods (or its retention will be determined on the following bases):
 - Where you become a customer of Greenscape Garden Services we will retain your information for a period of 6 years for accounting reasons;
 - where you decide not to become a customer of Greenscape Garden Services we will retain your information for a period of 3 months.

7. **How and Where Do We Store Your Data?**

We only keep your personal data for as long as We need to in order to use it as described above in section 6, and/or for as long as We have your permission to keep it.

Some or all of your data may be stored outside of the United Kingdom and/or European Economic Area (“the EEA”) (The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein). You are deemed to accept and agree to this by using Our Site and submitting information to Us. If We do store data outside the UK or EEA, We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the UK GDPR including ensuring any sub processors (such as our internet hosting company) maintain adequate technical, organisational and security measures to protect your data. Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure data collected through Our Site.

Steps We take to secure and protect your data include:

- choosing appropriate and recognised processors of data such as Wix and Google.
- Using appropriate firewall and virus software.
- Backing up data on a secure hard drive.
- Storing securely data in a locked filing cabinet.
- Shredding data no longer needed.

8. **Do We Share Your Data?**

Subject to the below, We will not share any of your data with any third parties for any purposes.

In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal obligations, a court order, or a governmental authority.

9. **How Can You Control Your Data?**

You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service (“the TPS”), the Corporate Telephone Preference Service (“the CTPS”), and the Mailing Preference Service (“the MPS”). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

10. **Your Right to Withhold Information**

You can access all areas of Our Site without providing any data at all. However, to use the Contact Us form on Our Site you may be required to submit or allow for the collection of certain data. You may restrict Our use of Cookies. For more information, see section 12.

11. **How Can You Access Your Data?**

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the UK GDPR, no fee is payable and We will provide any and all information in response to your request free of charge. Please contact Us for more details at greenscapegardenserviceswirral@gmail.com, or using the contact details below in section 13.

12. **Our Use of Cookies**

Our Site may place and access certain first party Cookies on your computer or device. First party Cookies are those placed directly by Us and are used only by Us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve Our services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using Our Site you may also receive certain third party Cookies on your computer or device. Third party Cookies are those placed by websites, services, and/or parties other than Us. Third party Cookies are used on Our Site for analytical purposes and to improve user experience. For more details, please refer to section 6, above, and to the section below. These Cookies are not integral to the functioning of Our Site and your use and experience of Our Site will not be impaired by refusing consent to them.

- All Cookies used by and on Our Site are used in accordance with current Cookie Law.
- Before Cookies are placed on your computer or device, you will be shown a pop up requesting your consent to set those Cookies. By giving your consent to the

placing of Cookies you are enabling Us to provide the best possible experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of Our Site may not function fully or as intended.

- Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that Our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.
- The following first party Cookies may be placed on your computer or device by Wix (our website hosting company):

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site-ID}	Session	Security
incap_visid_\${Proxy-ID}_\${Site-ID}	Session	Security
nlbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

Further information can be found at <https://support.wix.com/en/article/cookies-and-your-wix-site>

- Our Site uses analytics services provided by Google Analytics. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling Us to better understand how Our Site is used. This, in turn, enables Us to improve Our Site and the services offered through it. You do not have to allow Us to use these Cookies, however whilst Our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable Us to continually improve Our Site, making it a better and more useful experience for you.
- The analytics service(s) used by Our Site use(s) Cookies to gather the required information.
- The analytics service(s) used by Our Site use(s) the following Cookies:

Cookie	Expiration Time	Description
<u>_ga</u>	2 years	Used to distinguish users.
<u>_gid</u>	24 hours	Used to distinguish users.
<u>_gat</u>	1 minute	Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named <u>_dc_gtm_<property-id></u> .
AMP_TOKEN	30 seconds to 1 year	Contains a token that can be used to retrieve a Client ID from AMP Client ID service. Other possible values indicate opt-out, inflight request or an error retrieving a Client ID from AMP Client ID service.

`_gac_<property-id>`

90 days

Contains campaign related information for the user.

Further information can be found here <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

- In addition to the controls that We provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all cookies or only third party Cookies. By default, most internet browsers accept Cookies but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.
- You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.
- It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

13. **Contacting Us**

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at greenscapegardenserviceswirral@gmail.com, by telephone on 07935 844292, or by post at 2 Vickers Crescent, Hooton, CH66 7PW. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you.

14. **Changes to Our Privacy Policy**

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.

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