

Privacy Policy

Reed's Landscapes Ltd and Reed's Building Services, takes your privacy very seriously. We ask that you read this privacy policy carefully as it contains important information about what to expect when 'Reed's' collect personal information about you and how we will use your personal data.

This policy applies to information we collect about:

- visitors to our website; and
- people who enquire about or agree to use our service.

***What Is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

***The information we collect about you**

When you employ the services of each and any member of our team, to carry out an agreed service, we collect the following personal information from you:

- name
- postal address
- email address
- telephone number
- business details if appropriate; and
- bank details and/or credit card number and expiry date when invoices are paid by you.

***How we will use the information about you**

We gather this information to allow us to provide you with estimates, process any orders for materials and supplies required for delivery to your home and provide any of the services requested including invoicing. The relevant information is then used by us, our agents to provide you with statements of your account and to communicate with you on any matter relating to the conduct of your account and the provision of the services in general. If you agree, we may also contact you about other products and services we think may be of interest to you.

We may also use aggregate information and statistics for the purposes of monitoring website usage in order to help us to develop our website and our services. These statistics will not include information that can be used to identify you.

***Marketing**

We may ask you if you are happy to consent to specific and agreed photos of works carried out during your home project, to be used on social media platforms such as Facebook and Instagram. Also on completion of projects, if you are happy to provide a written testimonial or reference for other customers to view, we would ask your full permission before printing any wording given by you about any of the Reed's team.

***Our use of cookies and other information-gathering technologies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. The information is used to track visitor use of the website and to compile statistical reports on website activity. You can set your browser not to accept cookies; however, in a few cases, some of our website features may not function if you remove cookies from your browser.

***How we protect your information**

We have put in place the following security procedures and technical and organisational measures to safeguard your personal information: firewalls, browser certification technology, encryption, limited access, and use of passwords.

We will use all reasonable efforts to safeguard your personal information. However, you should be aware that the use of the Internet is not entirely secure and for this reason, we cannot guarantee the security or integrity of any personal information which is transferred from you or to you via the Internet. In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, or unauthorised disclosure of, or access to, personal data, Reed's Landscapes Ltd and Reeds Building Services, shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO.

***Transfer of information**

We will only store or transfer your personal data within the UK. This means that it will be fully protected under the Data Protection Legislation.

***Access to your information and updating and correcting your information**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

*The right to be informed about our collection and use of your personal data.

*The right to access the personal data we hold about you.

*The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.

*The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold.

*The right to restrict the processing of your personal data.

*The right to object to us using your personal data for a particular purpose or purposes.

*The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.

*The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.

*Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please send an email to info@reedslandscapes.co.uk or info@reedsbuildingservices.com whichever is appropriate to you, or send a letter to Reed's, The Coach House, Bear Lane, Hare Hatch, Berkshire RG10 9XR

We want to ensure that your personal information is accurate and up to date. If any of the information that you have provided to Reed's changes, for example, if you change your email address, name or payment details, please let us know the correct details by sending an email to info@reedslandscapes.co.uk or info@reedsbuildingservices.com whichever is appropriate to you.

You may ask us, or we may ask you, to correct information you or we think is inaccurate, and you may also ask us to remove information which is inaccurate.

***Sale of business**

If Reed's Landscapes Ltd or Reed's Building Services is sold or integrated with another business, your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

***Your consent**

By submitting your personal information you consent to the use of that information as set out in this policy.

***Changes to privacy policy**

We keep our privacy policy under regular review. If we change our privacy policy we will post the changes on this page, and place notices on other pages of the website, so that you may be aware of the information we collect and how we use it at all times. This privacy policy was last updated as per the date in the footer.

***Links to other websites**

Should our website contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.