

KP Garden Care

Privacy Policy

KP Garden Care is committed to protecting and respecting your privacy. The policy sets out the different areas where user privacy is concerned and outlines the obligations and requirements of the users, the KP Garden Care website and website owners.

The Basics

The terms “I”, “Us”, “We” and “Our” all refer to KP Garden Care. “You”, “Your” and other similar terms all refer to the users of the KP Garden Care website and KP Garden Care services. “Site” and “Website” refer to www.kpgardencare.co.uk.

As part of GDPR (General Data Protection Regulation) compliance, this Privacy Policy states what information KP Garden Care collects about you, how KP Garden Care processes this data and how you can exercise your rights under GDPR to access, correct or remove personal data from its systems quickly and easily.

What Information Do I Collect?

If you use the KP Garden Care website it may collect and process data such as IP address, and web browser information and the pages you visit on the website. This is used to measure metrics such as the performance of the website.

If you contact KP Garden Care using email via the website, you may be asked for personal information that may be stored in order to respond to your queries, keep a record of conversations and to contact you in the future regarding business transactions. No contact forms are used on the website to gather information and no marketing emails, marketing calls or postal marketing flyers are used by KP Garden Care to generate business.

Users contacting KP Garden Care via the website/email and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely on a password protected server with malware software installed. Depending on how you interact with the KP Garden Care site or the level of enquiry you make, the following levels and types of information may be collected:

Previous Clients & New Leads

As with any business, the existing client base and visitors to the KP Garden Care website are vital sources of business. If you are an existing client, or have emailed with an enquiry, KP Garden Care may have some information about you which could include your name, phone number, email address, postal address, details of correspondence and contracts.

Anonymous Website Users

If you haven't contacted KP Garden Care through the website, then no personally identifiable information will have been generated or collected by the site.

Suppliers

KP Garden Care keeps records of suppliers which can include name, address, website, email address, phone number(s), purchasing history, billing history and details of work carried out.

Email Correspondence

KP Garden Care keeps email correspondence for reference to provide a record of conversations with clients, potential clients and suppliers.

Use of Cookies & Browser Data

Cookies are small pieces of data generated by the website and stored on your computer when you use the website. Session cookies on the website are generated automatically by the software that generates the web pages and they are an integral and necessary part of its design. The website may not work correctly if your browser rejects the use of cookies. None of the cookies are used, stored or processed beyond serving the site correctly and they are deleted when you close your browser.

You can read more about how cookies work, what they can do and how to control them here:

<https://www.aboutcookies.org>

External Links

Although the KP Garden Care website only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout this website. The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Data you Submit

Information submitted is used to provide you with further information about the products/services offered by KP Garden Care or to assist you in answering any questions or queries you may have submitted. Your details are not passed on to any third parties. If you contact KP Garden Care through the website - by phone or email - you may need to supply personal data to allow KP Garden Care to deal with your requests. No contact forms are used on the website to gather information and no marketing emails, marketing calls or postal marketing flyers are used by KP Garden Care to generate business.

Marketing

No contact forms are used on the website to gather information and no marketing emails, marketing calls or postal marketing flyers are used by KP Garden Care to generate business. Data for existing clients is kept on a secure, password protected server in order to manage upkeep of the business. Data for previous clients or enquirers is kept on a secure, password protected server as a reference point.

Data Retention

- Client history is kept indefinitely, unless the client requests it to be deleted, as the nature of the work often requires reference to previous contracts.
- Supplier and Enquirer Data may be kept indefinitely if doing so serves a beneficial purpose, otherwise for a period of fifteen years in case of follow up enquiries.
- Where required by law to retain data for a given period of time KP Garden Care will do so in accordance with those laws.

Who is Collecting and Processing This Data?

KP Garden Care, trading from The Nook, Church Lane, Shutford, Banbury, Oxfordshire OX15 6PG.

Kirsten Parrish is Data Processor, reachable at kirsten@kpgardencare.co.uk.

Who Will this Data be Shared With?

KP Garden Care does not sell, rent or lend any databases or personally identifiable data with any third parties. The only exception is if compelled by a law enforcement agency presenting legal authority to acquire such data.

Assignment on Sale of Business

If KP Garden Care is sold in the future, all assets, including customer list and personally identifiable data, may be transferred with the business to the new owner. The new owner will be compelled to use your data in compliance with this Privacy Policy. If the new owner wishes to make changes to this Privacy Policy, they will be obliged to inform you of those changes and seek your permission to continue contacting you under the new terms.

Accessing, Amending or Deleting Your Data

You can request a copy of the data held about you by writing to kirsten@kpgardencare.co.uk. If you would like to view and amend the data held about you, simply write to the address above detailing your request and, once your identity is confirmed, this will be actioned within 30 days. The request will be verified using the contact information held on file as a precaution against unauthorised data requests.

Note: No personal data will be sent to any email address or postal address that has not previously been verified as legitimate. If your email or postal address has changed, additional proof of identity may be required.

Version

This Privacy Policy was last updated on the 26th May, 2018 and is subject to future updates from time to time.

Contact

If you have any questions or queries regarding this privacy policy, contact kirsten@kpgardencare.co.uk.