

## **Privacy & Cookie Policy**

This privacy policy explains how we use any personal information we collect about you when you use this website or contact us. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website then you can be assured that it will only be used in accordance with this privacy statement.

### **1. What information do we collect about you?**

We collect information about you when you contact us about our services or commission us to work on your behalf. We may also collect information when you voluntarily complete any customer surveys or provide feedback. Any website usage information is collected using cookies (see section below regarding cookies for more details).

We may collect information such as, but not limited to:-

- Name and Job Title
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

### **2. How will we use the information about you?**

We collect information about you only to respond to your enquiries, to assist us with carrying out any work for you and, if you agree, to inform you about our products and services we think may be of interest to you. We will never pass any information you give to us to any other 3rd party. You can select how you would like to receive information from us or you can decline to receive such information.

### **3. Marketing**

From time to time we may send you information about products and services of ours that we think may be of interest to you, if you have consented to receive marketing. You have a right at any time to stop us from contacting you for marketing purposes and you can opt out at any time by emailing [chopperstc247@gmail.com](mailto:chopperstc247@gmail.com)

### **4. Access to your information and correction**

You have the right to request a copy of the information that we hold about you. This can be done by emailing [chopperstc247@gmail.com](mailto:chopperstc247@gmail.com). We will not make any charge for this service. We want to make sure that your personal information is accurate and up to date, but you can also ask us to correct or remove any information you think is inaccurate.

### **5. Data storage**

The security of your data is very important to us and we take steps to ensure it is held securely. This includes any personal information about you (as described above) and your privacy/marketing

preferences. If you cease to be a client, we will retain your personal information and any work you have instructed us to carry out, for a period of 12 months from the point of cessation. After a 12 month period we will contact you regarding the information we hold and to update your data and marketing preferences.

## **6. Right to erasure**

You have the right to request that your information is completely removed from our records. Right to erasure requests should be made by email, addressed to the Data Controller at [chopperstc247@gmail.com](mailto:chopperstc247@gmail.com). Choppers Tree Care will carry out all such requests without undue delay, where the data is no longer needed for legal or regulatory reasons.

## **7. How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **8. Links to other websites**

Our website may contain links to other websites. However, this privacy policy only applies to this website, so when you click a link to go to another website, you should read their own privacy policies.

## **9. Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page.

## **10. How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you by emailing [chopperstc247@gmail.com](mailto:chopperstc247@gmail.com).

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