

Privacy Policy Notice

The policy: This privacy policy notice is served by **Turner Tree Care Ltd.**, Ditton Nurseries Driveway, Summerfield Lane, Surbiton KT6 5DZ under the websites;

www.turnertreecare.com

www.turnertreecare.co.uk

The purpose of this policy is to explain to you how we control, process, handle and protect your personal information through the business and while you browse or use this website. If you do not agree to the following policy, you may wish to cease viewing the website or refrain from submitting your personal data to us.

Policy key definitions:

- "I", "our", "us", or "we" refer to the business; Turner Tree Care Ltd.
- "you", "the user" refer to the person(s) using this website.
- GDPR means General Data Protection Regulation.
- PECR means Privacy & Electronic Communications Regulation.
- ICO means Information Commissioner's Office.
- Cookies mean small files stored on the user's computer or device.

Key principles of GDPR:

Our privacy policy embodies the following key principles; (a) Lawfulness, fairness and transparency, (b) Purpose limitation, (c) Data minimisation, (d) Accuracy, (e) Storage limitation, (f) Integrity and confidence, (g) Accountability.

Processing of your personal data

Under GDPR, we control and/or process any personal information about you using the following lawful bases...

Lawful basis: Consent

Where our purpose for processing is: to contact you about your specific request.

Which is necessary because: we need to reply to you so we can discuss details about your specific request.

We process your information in the following ways: by manually using the details you have provided us to contact you about your specific request.

Data retention period: we will continue to process your information under this basis until you withdraw consent or it is determined your consent no longer exists.

Sharing your information: We do not share your information with third parties or use it for any other purposes.

If the lawful basis upon which we process your personal information changes, we will notify you about the change and any new lawful basis to be used if required. We shall stop processing your personal information if the lawful basis used is no longer relevant.

Your individual rights

Under the GDPR your rights are as follows.

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

You can read more about your rights in detail [here](#).

We are exempt from registration in the ICO Data Protection Register because we do not automatically or electronically store your data. We only manually use the details you have given us to contact you about a specific request. However, you have the right to complain to the ICO if you feel there is a problem with the way we are handling your data.

We handle subject access requests in accordance with the GDPR.

Internet cookies

We do not currently use cookies on this website.

Data security and protection

We ensure the security of any personal information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement.

Fair and transparent privacy

We have provided some further explanations about user privacy and the way we use this website to help promote a transparent and honest user privacy methodology.

Sponsored links, affiliate tracking and commissions

Our website does not contain sponsored adverts or links, but may contain affiliate links on some pages. We only link to trusted sites (e.g. Checkatrade and CHAS) that have high standards of user privacy and security.

However, we do not control the content seen or displayed on affiliate websites, and they may collect data and use cookies for their own ad personalisation and measurement. Clickable affiliate links may be displayed as a website URL, titled text link or an image. Clicking on any links may track your actions by using a cookie saved to your device. Your actions are usually recorded as a referral from our website by this cookie. If you have any concerns about this, we suggest you do not click on any affiliate links found throughout the website.

Email marketing messages and subscription

We do not use personal information for email marketing messages and/or subscriptions. We will only contact you about your specific request.

Resources & further information

- [Overview of the GDPR - General Data Protection Regulation](#)
- [Data Protection Act 2018](#)
- [Privacy and Electronic Communications Regulations](#)
- [The Guide to the PECR](#)

How to contact us

If you have any questions about our Company's privacy policy and the data we hold, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@turnertreecare.co.uk

Call us: **020 8393 3222**

Or write to us at: Turner Tree Care Ltd., Ditton Nurseries Driveway, Summerfield Lane, Surbiton KT6 5DZ

Privacy Notice Policy Base: June 2019