

## **Up The Garden Path LTD**

### **Privacy Policy**

#### **Our contact details**

Name: Up The Garden Path Ltd

Address: 10 Paget Drive, Burntwood, Staffs, WS7 1HP

Phone Number: 01543 670342

E-mail: [design@upthegardenpath.net](mailto:design@upthegardenpath.net)

Website: [www.upthegardenpath.net](http://www.upthegardenpath.net)

#### **The type of personal information we collect**

We currently collect and process the following information:

Any information provided by you when making a garden design enquiry such as your name, address, contact numbers, email address, where you heard about us and any notes relating to your enquiry.

#### **How we get your personal information and why we collect it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

To process your garden design enquiry, garden design and to facilitate with any build work agreed.

We use the information that you have given us in order to process your garden design enquiry.

We may share this information with our surveyors, designers, landscapers, suppliers or tradespeople working on our behalf in relation to any garden design and build work agreed.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [design@upthegardenpath.net](mailto:design@upthegardenpath.net).**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

#### **How we store your personal information**

Your information will be held on our own internal and an external database to allow us to process your enquiry efficiently and to determine how our business is generated. Due to the nature of our business, a paper copy of your information will also be held at our office.

We will keep your information for a period of 10 years. We will then remove this information from our database.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [design@upthegardenpath.net](mailto:design@upthegardenpath.net) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [design@upthegardenpath.net](mailto:design@upthegardenpath.net).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>