

Catherine Heatherington DESIGNS

PRIVACY NOTICE Version 2.0 May 2018

Catherine Heatherington Designs collects and processes personal data in order to carry out the services requested by you. This privacy notice aims to provide you with a clear explanation of the personal data we hold and the purposes for which it is held.

How do we collect your personal information?

We collect information from you through emails, phone calls, forms and meetings and through an analysis of the garden.

What information do we collect?

- Your name, address and contact details including email and telephone number
- Details relating to your likes and dislikes that are relevant to the design of your garden
- Details about your garden as it is when you contact us, during the design and construction process and on completion

Data is stored on a personal computer and external hard drive and as hard copies.

Indirect information

Like most other websites, we use cookies, tiny text files that are downloaded to your computer or smartphone while you are surfing a website. A separate privacy policy detailing the use of cookies can be downloaded from www.chdesigns.co.uk.

What does Catherine Heatherington Designs use your data for?

We use your data solely to provide the services that we have agreed with you. Occasionally we will contact you directly to see if there are any other services we can provide or to see how your garden is developing after completion.

| Information collected | Purpose | Legal basis |
|--|--|----------------------|
| Your contact details Information you provide on a contract, form or email | To allow us to respond to your enquiry To provide you with information you have requested To allow us to contact you after the completion of the project | Legitimate interests |
| Your contact details Information you provide on a contract, form or email | To undertake the services requested and discussed with you | Legitimate interests |
| Details about your garden Your likes and dislikes related to the garden | To allow us to proceed with the garden design project | Legitimate interests |

Who has access to your data?

Your data is shared with other professionals and contractors who are working to deliver the services we have agreed with you.

We do not share your data with third parties for any other purpose.

How do we protect your data?

Laptops are password protected and have up to date virus protection.
Hard copies of data are kept in a locked office.

For how long do we keep your data?

In line with data protection principles we only keep your data for as long as we need it in order to perform the services requested and to answer queries about these services as the garden develops after completion of the project.

Your rights

As a data subject, you have a number of rights. These are:

- the right to be informed. We will tell you how we use your data, and this is the purpose of this privacy notice.
- the right of access. You have the right to access the data that we hold on you and to receive a copy of your data and information about where it was sourced. To do so, you should make a subject access request.
- the right for any inaccuracies to be corrected.
- the right to ask us for your data to be erased.
- the right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct.
- the right to portability. You may transfer the data that we hold on you to another organisation for your own purposes as long as this does not conflict with the provision of our services to you.
- you may have the right to object to the way we use your data if you do not agree that we are using it for our legitimate interests.
- the right to regulate any automated decision-making and profiling of personal data. We do not undertake any automated decision-making and profiling.
- where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

Please note that these rights are not absolute and there may be instances where we are not able to comply with your request, for example if certain activities are necessary in order to provide a service. If that is the case we will explain to you why we need to hold your information. If you would like to exercise any of these rights, please contact Catherine Heatherington at gardens@chdesigns.co.uk

If you believe that Catherine Heatherington Designs has not complied with your data protection rights, you can complain to the Information Commissioner. Their contact details can be found on their website (www.ico.org.uk).