Mill House Horticulture Privacy Policy

**Our contact details**

Name: Garry Easter

Address: Mill House, 36 Mill Lane, Besthorpe, Attleborough, NR17 2NL

Phone Number: 07769 882870

E-mail: millhousehorti@talktalk.net

**The type of personal information we collect**

We currently collect and process the following information:

* Personal identifiers, contacts and characteristics (for example, your name and contact details)
* Personal Address details
* Personal e-mail details
* Other personal electronic contact details which you have specified you wish to be contacted on.

**How we get the personal information and why we have it**

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

* To provide Horticultural services
* To provide other services which we have agreed

We use the information that you have given us in order to:

* Arrange deliveries of materials to your address where needed.
* Arrange for other trade persons or horticultural services to contact you, should we have agreed the need for their services prior. For example, if larger trees need the expertise of an arborist.

Under the UK General Data Protection Regulation (UK 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 Mill House Horticulture**

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

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

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored.

We keep your personal details for 5 years after we have completed the last contract or agreement with you (for tax purposes). We will then dispose of your information by deleting it from all electronic devices and destroying all physical media.

**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 millhousehorti@talktalk.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

Mill House Horticulture

Mill House

36 Mill Lane

Besthorpe

Attleborough

Norfolk

NR17 2NL

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>