

Privacy Notice

Oaklands Landscaping Ltd

Oaklands Landscaping Ltd (“Oaklands”, “we”, “us” or “our”) is committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, store and protect personal data, and outlines your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This notice applies to customers, potential customers, suppliers, contractors and other individuals we deal with in the course of our business.

Who We Are

Company name: Oaklands Landscaping Ltd

Email: info@oaklandsgardens.co.uk

Oaklands Landscaping Ltd is the data controller for the personal data we process.

The Personal Data We Collect

We may collect and process the following types of personal data:

- Name
- Postal address
- Email address
- Telephone number
- Details relating to enquiries, quotations, contracts or services
- Payment and invoicing information
- Correspondence with us (emails, letters or messages)

We do not intentionally collect special category data (such as health or biometric data).

How We Collect Personal Data

We collect personal data when you:

- Contact us by phone, email or in writing
- Request a quotation or place an order
- Enter into a contract with us
- Make a payment
- Communicate with us for customer service or business purposes

How We Use Personal Data

We use personal data to:

- Respond to enquiries and provide quotations
- Deliver landscaping and related services
- Manage contracts and customer relationships
- Process payments and issue invoices
- Communicate with customers and suppliers
- Comply with legal and regulatory obligations
- Protect our legal rights

We do not use personal data for automated decision-making or profiling.

Lawful Bases for Processing

Under UK GDPR, we process personal data using the following lawful bases:

- **Contract:** Where processing is necessary to perform a contract or take steps at your request before entering into a contract
- **Legal obligation:** Where we are required to comply with legal or regulatory requirements
- **Legitimate interests:** Where processing is necessary for our business operations and does not override your rights and freedoms
- **Consent:** Where required by law, for example for certain marketing communications

Marketing Communications

We may contact existing customers with information about our services where this is permitted by law. You can opt out of marketing communications at any time by contacting us using the details above.

We will not send marketing emails where consent is required unless that consent has been provided.

Who We Share Personal Data With

We may share personal data with:

- Employees and contractors who need access to perform their duties
- Professional advisers such as accountants or legal advisers
- Service providers who support our business (for example IT or payment services)
- HMRC or other authorities where legally required

All third parties are required to handle personal data securely and in accordance with the law.

International Transfers

Personal data is primarily stored and processed within the United Kingdom.

Where personal data is transferred outside the UK, this will only take place where appropriate safeguards are in place in accordance with UK GDPR.

Data Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss, misuse or disclosure.

These measures include access controls, secure storage, password protection and staff training.

Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected, including legal, accounting or reporting requirements.

Retention periods are determined based on business needs and legal obligations.

Your Data Protection Rights

Under UK GDPR, you have the right to:

- Be informed about how your personal data is used
- Access your personal data
- Request correction of inaccurate or incomplete data
- Request erasure of your personal data (where applicable)
- Request restriction of processing
- Object to processing
- Request data portability
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, please contact us using the details above.

Subject Access Requests

You may request access to the personal data we hold about you by contacting us at info@oaklandsgardens.co.uk.

We will verify your identity and respond within one calendar month.

Complaints

If you have concerns about how we handle your personal data, please contact us first so we can try to resolve the issue.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Website: ico.org.uk

Telephone: 0303 123 1113

Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in law or our business practices. The latest version will be made available on request.

Last updated: December 2025