

Broadoak Tree Care Ltd is committed to protect the privacy of individuals who visit our website and who make use of the on-line facilities at [www.broadoaktreecare.com](http://www.broadoaktreecare.com)

This Privacy Policy covers Broadoak Tree Care Ltd's use of personal data collected from you when you use [www.broadoaktreecare.com](http://www.broadoaktreecare.com) or other registered domain names.

#### **1. Data Controller**

The Data Controller of this website is Broadoak Tree Care Ltd. Our office is situated at 6 Kings Avenue Christchurch Dorset BH23 1NB

#### **2. Personal Data collected from you and how it is processed**

When using our website's online facilities, you may be required to provide personal data. Personal data in this Privacy Policy means information that specifically identifies you as an individual, or is capable of doing so. This includes but is not limited to a first and last name, , a home address, an email address, and other relevant contact information. Personal data is collected from you when you register to use our services, make bookings, submit a customer review, apply for a job or enter into correspondence with us. We use personal data collected from you for the following purposes:-

- To respond to an enquiry made by you
- To improve your online experience and to personalise your visits
- To notify you of special offers and promotions

#### **3. Third Parties**

Your information is only accessible to third parties to help us manage our business, such as our accountant or web hosting or other contractors subcontracted in to carry out services which you have requested.

Please rest assured that none of the above partners are able contact you unless you tell them this is acceptable. We will not share sensitive information or your payment details. This is something you will control

We will ensure that that all information supplied is held securely, in accordance with the Data Protection Act. We will hold your personal information on file for as long as you use our services or request that such information be deleted.

#### **4. Access to your personal information**

You are entitled to view, amend or delete the personal information that we hold. Email your request to our data protection officer Vanessa Crum at [broadoaktreecare@msn.com](mailto:broadoaktreecare@msn.com) We will action this request for you as soon as possible.

#### **5. Changes to this privacy notice**

This privacy policy will be updated annually.