



Customer Privacy Policy

Version 6

Table of Amendments and Updates					
Version	Date	Detail	Author	Checked by	Approved by
1	01.02.2018	First version	CCA	KF	RH
2	16.07.2019	Formatting and grammatical changes made throughout policy	CCA	JC	RH
3	16.04.2021	Revision of policy to integrate within ISO9001 QMS	CCA	SK	RH
4	16.04.2022	Policy review carried out to ensure objectives remain suitable and sufficient	CCA	SK	RH
5	13.06.2023	Annual Revision	CCA	AN	RH
6	29.08.2024	Reviewed	CCA	SI	RH

Contents

Section One - Customer Privacy Notice	4
Section Two - Who are we?	4
Section Three - How the law protects you?	4
Section Four - How do we collect personal data from you?	4
Section Five - What type of data do we collect from you?	4
Section Six - Failing to provide personal data	4
Section Seven - Third party links	5
Section Eight - What data do we store?	5
Section Nine - How do we use your data?	5
Section Eleven - Who has access to your personal data?	6
Section Twelve - Your rights	6
Section Thirteen - How we store your personal data	6
Section Fourteen - Liability	7
Section Fifteen - Contact us	7
Section Sixteen - Your right to make a complaint	7
Section Seventeen - Changes to the privacy policy and your duty to inform us of changes	7
Section Eighteen - Implementation, maintenance and review	7

Section One - Customer Privacy Notice

At Richard Hall Ltd, we understand that we have a responsibility to protect and respect your privacy and to look after your personal data.

This Privacy Notice and our Business Terms and Conditions explain what personal data we collect, how we use your personal data, reasons we may need to disclose your personal data to others and how we store your personal data securely.

For clarity, Richard Hall Ltd may be both data controller and data processor for your personal data under certain circumstances.

Section Two - Who are we?

Richard Hall Ltd is a multi-disciplinary company carrying out a wide range of tree and site clearance and agricultural groundworks-based activities. Richard Hall Ltd offers a comprehensive range of services including tree felling, tree surgery, stump removal and preparing the ground for agricultural barns.

We are a UK Limited Company with our registered office at 73a High Street, Egham, United Kingdom, TW20 9HE

The company number is 05712007 and Mr Richard Hall is the director responsible for data protection.

Section Three - How the law protects you?

Data protection laws state that we are only able to process personal data if we have valid reasons to do so.

The basis for processing your personal data includes, but is not limited to, your consent, performance of a contract, to enable billing and remittance, and to contact you for customer service purposes.

Section Four - How do we collect personal data from you?

We receive information when you complete the form on our website, if you contact us by phone, email, or otherwise in respect of any of our services.

If you provide us with personal data about a third party, you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

Section Five - What type of data do we collect from you?

The personal data that we may collect from you includes your name, address, email address, phone numbers, business and company information and trading history. We also retain records of your queries and correspondence, in the event you contact us.

We merely process such data on your behalf, subject to our Terms and Conditions.

Section Six - Failing to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

Section Seven - Third party links

Our website may include links to third-party websites, plug-ins and applications.

Clicking on those links or enabling those connections may allow third parties to collect or share data about you.

We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Section Eight - What data do we store?

- a. Contact details.
- b. Project details.
- c. Email.
- d. Other correspondence.

We do not store any payment information such as bank account details or credit card numbers.

Section Nine - How do we use your data?

We use information about you in the following ways:

- a. To process orders that you have submitted to us.
- b. To provide you with services.
- c. To comply with any contractual obligations, we may have with you.
- d. To help us identify you and any projects we are working on or have completed for you.
- e. To enable us to review, develop and improve our services.
- f. To provide customer care, including responding to your requests if you contact us with a query.
- g. To administer accounts, process payments and keep track of billing and payments.
- h. To detect fraud and to make sure what you have told us is correct.
- i. To carry out marketing and statistical analysis.
- j. To notify you about changes to our services.
- k. To provide you with information about products or services that you request from us or which we feel may interest you based upon the work we have completed for you.
- l. To inform you of service and price changes.

Due to the nature of the services, we offer and the relationship that we have with our customers, we will assume that you are still a customer until you tell us that you no longer want to be considered as a customer.

Section Ten - Retention periods

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

By law we must keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for [six] years after they cease being customers for tax purposes.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

Section Eleven - Who has access to your personal data?

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes.

We may pass your personal data to third parties for the provision of services on our behalf, but we will only ever share information about you that is necessary to provide the service.

For example, if we need to use a provider of specialist equipment or services as part of the work that we are doing for you.

We may share your information if we are acquired by a third party and therefore your data will be deemed an asset of the business. In these circumstances, we may disclose your personal data to the prospective buyer of our business, subject to both parties entering appropriate confidentiality undertakings.

We may share your personal data if we are under a duty to disclose data to comply with any legal obligation or to protect the rights, property, or safety of Richard Hall Ltd our customers, or others. This includes but is not limited to exchanging information with other companies and organisations for the purposes of fraud protection, credit risk reduction and dispute policies. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Section Twelve - Your rights

You have the right to object to our use of your personal data, or ask us to delete, remove or stop using it if there is no need for us to keep it. This is known as your right to be forgotten.

There are legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly.

In preventing the use or processing of your personal data, it may delay or prevent us from fulfilling our contractual obligations to you. It may also mean that we shall be unable to provide our services or process the cancellation of your service.

Our Privacy Notice shall be made clear to you at the point of collection of your personal data.

Keeping customers up to date is part of our service and we consider updating to include making you aware of new solutions to topical issues. The solution may be a new or improved service. You have the right to ask us not to process your personal data for marketing purposes. If you choose not to receive marketing communications from us about our products and services, please let us know at any time at office@richardhall.co.uk

Section Thirteen - How we store your personal data

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Our IT equipment is protected by firewall and antivirus software available, and we operate all communication via a private network.

Email and project documents are backed-up regularly onto an external hard drive and this is kept in a remote secure location.

Section Fourteen - Liability

We agree to take reasonable measures to protect your data in accordance with applicable laws and in accordance with our Terms and Conditions.

In the event of a data breach, we shall ensure that our obligations under applicable data protection laws are complied with where necessary.

Section Fifteen - Contact us

Please e-mail any questions or comments you have about privacy to us at office@richardhall.co.uk

Section Sixteen - Your right to make a complaint

You have the right to make a complaint about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

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

Telephone: 0303 123 1113

Section Seventeen - Changes to the privacy policy and your duty to inform us of changes


This version was last updated on 16th April 2022 and historic versions can be obtained by contacting us.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

Section Eighteen - Implementation, maintenance and review

Richard Hall as Managing Director accepts overall responsibility within the company and is responsible for all policy implementation.

The Managing Director may appoint competent persons to assist them with the implementation of this policy.

Signed by	Richard Hall
Position	Managing Director
Signature	
Date	29 th August 2024
Due date for latest revision	29 th August 2025