

Ecological Land Management Ltd – Privacy Policy

This Privacy Policy sets out how Ecological Land Management Ltd uses and controls data from our clients and suppliers. Ecological Land Management Ltd is committed to ensuring that your privacy is protected.

We may change this policy from time to time by updating this page. You should check this page whenever visiting the website to ensure that you are happy with any changes.

Ecological Land Management Ltd is a limited company (Registered no: 5761592) with the registered office situated at Unit J, Prospect Industrial Units, Rackery Lane, Llay, Wrexham in the United Kingdom. The Managing Director is Philip Pearce who is also the Data Controller.

If you have any questions or queries about this policy please use the contact information at the bottom of this policy.

WHAT DOES THIS POLICY COVER?

This Privacy Policy applies to the data that we collect from you for the purpose of effective day to day running of the business, and it also includes your use of our website. Our website may contain links to other websites that are outside our control and not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

WHAT KIND OF INFORMATION DO WE COLLECT AND CONTROL IN OUR DAY TO DAY OPERATIONS?

- Contact details
- Project details
- Email addresses
- Other correspondence

We do not store any credit or debit card details. We do use online banking to pay our suppliers and employees and these details are stored within our Bank's online banking system, which has its own privacy policy and security measures in place.

When browsing our website

We do not collect data from visitors to our website and do not use Google Analytics to process any data for any purpose.

Keeping our customers up to date

We do not operate a mailing list or distribute newsletters or any sort of marketing material and only hold data for the purpose of undertaking contracted services effectively.

Becoming a client

If we are to undertake work for you, we will require from you your name, email address, billing address, actual address of where the work is to be carried out, and mobile and/or landline contact numbers and any other information that is reasonable and necessary for the work to commence. For business customers (as opposed to domestic customers), who are the majority of our client base, we will also require company information and trading history. We also retain records of your queries and correspondence in the event you contact us.

WHAT DO WE USE YOUR PERSONAL DATA FOR?

We primarily use email and telephone when contacting customers and suppliers.

We use your personal data, including any of the personal data listed above, for the following purposes.

- Providing our services
- Dealing with your enquiries and requests by email or phone.
- In order to visit you to quote for an enquiry and then to fulfil work undertaken for you if you go ahead.
- Providing you with information about the Project as it gets underway and moves forward.
- Administering accounts relating to our suppliers or customers, processing payments and keeping track of billing and payments.
- To comply with legal and regulatory obligations, requirements and guidance and to detect fraud.

HOW WE COLLECT YOUR DATA?

We collect different information about you in a number of ways:

Information you give us

When you become a customer, we will store the information you give to us such as your Business name, job title, personal name, email address, postal address and telephone number. We will also keep a record of the work carried out for you.

Automated technologies or interactions

Because the internet is part of the global environment, using it to collect and control personal data may involve the transmission of data on an international basis and your data may be processed outside the European Economic Area. Your data will always be held securely and in line with the requirements of UK data protection legislation. By communicating electronically with us, you acknowledge and agree to our controlling of personal data in this way.

WHAT ARE THE LEGAL GROUNDS FOR OUR CONTROLLING OF YOUR PERSONAL INFORMATION?

- Where we need to perform the contract that we are about to enter or have entered into with you (i.e. becoming a client).
- Where it is necessary for our legitimate interests and/or for your interests and where fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- Where we have your explicit consent before using your personal information in that specific situation.

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and other procedures to safeguard and secure the information we collect online and off line.

- All information you provide to us is stored on our secure servers
- Our IT equipment is protected by a firewall and our email is held on the storage provided by Microsoft Office 365 and protected by anti-virus software
- Our website is hosted by 'Net-Work Internet' based in Rhewl in North Wales
- Email and project documents are securely backed-up regularly.

Please refer to the information published by these companies in relation to encryption and security. We are comfortable that they provide a very secure storage solution.

DISCLOSURE OF YOUR DETAILS TO THIRD PARTIES

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising purposes. However, there are certain circumstances under which we may disclose your personal information to third parties:

For instance, to another member of your organisation or within our own management team, or as part of planning for project work to enable particular works to go ahead smoothly and efficiently. We require all third parties to respect the privacy of your personal information and to treat it in accordance with the law.

We do not allow our third-party service providers (ie NFU Insurance or Ellis Whittam our employment law advisers) to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

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 in order to comply with any legal obligation or to protect the rights, property or safety of Ecological Land Management 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.

HOW AND WHEN CAN YOU WITHDRAW YOUR CONSENT?

Where we're relying upon your consent to process personal data, you can withdraw this at any time by contacting us using the details below.

FOR HOW LONG IS YOUR PERSONAL INFORMATION RETAINED BY US?

Depending on the level of information we hold on you and the purposes of holding that information, will determine how long we will retain data for.

We will keep your personal data for the duration of the period you are a customer of Ecological Land Management Ltd and will assume you are still a customer until you tell us that you no longer want to be considered as a customer. At this point we will delete all unnecessary electronic data and destroy all unnecessary hard copy data that we hold.

We shall retain any project data that is required to safeguard our legal liability following the completion of any project or assignment, and we may need to hold on to information for internal accounting and reporting purposes for a number of years, but any data that is out of date or inactive will be removed from our systems in the future.

ELM Privacy Policy

Document created 10th January 2019

Last review date: 15th February 2019

WHAT ARE YOUR RIGHTS UNDER DATA PROTECTION LAWS?

Here is a list of the rights that all individuals have under the new GDPR data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not.

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to processing of your personal information
- The right to restrict processing of your personal information
- The right to have your personal information erased (the "right to be forgotten")
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information ("data portability")

You have the right to complain to the Information Commissioner's Office which enforces data protection laws: <https://ico.org.uk/>.

Your right to object

You have the right to object to certain purposes for processing, in particular to data processed for direct marketing purposes (which we at Ecological Land Management Ltd do not participate in) and to data processed for certain reasons based on our legitimate interests. You can contact us using the information below to exercise these rights.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

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COOKIES

We do not use cookies within our website, but if you follow a link to another website, that is out of our control.

CONTACTING US

You may contact us by email or phone in matters relating to any of the above using the following details:

Email: admin@elm.uk.net

Post: Unit J, Prospect Industrial Units, Rackery Lane, Llay. LL12 0PB

Contact: Philip Pearce, Managing Director who is also the Data Controller