



GDPR, Privacy and Data Protection Policy

In order to conduct its business and services Tree Technique Ltd (TT) processes a range of data, relating to its own operations and some of which it handles on behalf of partners.

In broad terms, this data can be classified as:

1. Data that is shared in the public arena about the services it offers, its mode of operations and other information it is required to make available to the public.
2. Confidential information and data not in the public arena such as customer data, draft policies that are being worked up.
3. Confidential information about other organisations because of commercial sensitivity.
4. Personal data concerning its current, past and potential employees and Subcontractors.
5. Personal data concerning individuals who contact them for information, to access its services or to make a complaint.

TT will adopt procedures and manage responsibly, all data that it handles and will respect the confidentiality of both its own data and that belonging to partner organisations it works with, Customers and members of the public. In some cases, it will have contractual obligations towards confidential data, but in addition, will have specific legal responsibilities for personal and sensitive information under data protection legislation.

TT will periodically review and revise this policy in the light of experience, comments from data subjects and guidance from the Information Commissioners Office.

TT will be as transparent as possible about its operations and will work closely with its Customers with regard to this information.

Protecting Confidential or Sensitive Information

TT recognises it keeps and processes sensitive and personal information about both employees and Customers, it has therefore adopted this policy not only to meet its legal obligations but to ensure high standards.

The General Data Protection Regulation (GDPR) which became law on 25th May 2018 and will, like the Data Protection Act 1998 before them, seek to strike a balance between the rights of individuals and the sometimes, competing interests of those such as the TT with legitimate reasons for using personal information.

This policy is based on the premise that Personal Data must be

- processed fairly, lawfully and in a transparent manner in relation to the data subject;
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- accurate and, where necessary, kept up to date;
- kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;
- processed in a manner that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Data Protection Terminology

Data subject: means the person whose personal data is being processed.

That may be an employee, a prospective employee of TT or someone transacting with it in some way, one of our Customers, or persons transacting or contracting with one of our Customers when we process data for them.

Personal data: means any information relating to a natural person or data subject that can be used directly or indirectly to identify the person. It can be anything from a name, a photo, an address, date of birth, an email address, bank details, and posts on social networking sites or a computer IP address.

Sensitive personal data: includes information about racial or ethnic origin, political opinions, religious or other beliefs, trade union membership, medical information, sexual orientation, genetic and biometric data or information related to offences or alleged offences where it is used to uniquely identify an individual.

Data controller: means a person who (either alone or jointly or in common with other persons) (e.g. TT Data manager) determines the purposes for which and the manner in which any personal data is to be processed.

Data processor: in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

Processing information or data: means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- organising, adapting or altering it retrieving, consulting or using the information or data;
- disclosing the information or data by transmission;

- dissemination or otherwise making it available;
- aligning, combining, blocking, erasing or destroying the information or data regardless of the Technology used.

TT processes personal data in order to

- fulfil its duties as an employer by complying with the terms of contracts of employment, safeguarding the employee and maintaining information required by law;
- pursue the legitimate interests of its business, by fulfilling contractual terms with other organisations, and maintaining information required by law;
- monitor its activities including the equality and diversity of its activities;
- fulfil its duties in operating the business premises including security;
- assist regulatory and law enforcement agencies;
- process information including the recording and updating details about its employees;
- process information including the recording and updating details about individuals who contact it for information, to access a service, or make a complaint.

Where appropriate and governed by necessary safeguards we will carry out the above processing jointly with other appropriate bodies from time to time.

TT will ensure that at least one of the following conditions is met for personal information to be considered fairly processed

- the individual has consented to the processing;
- processing is necessary for the performance of a contract or agreement with the individual;
- processing is required under a legal obligation;
- processing is necessary to protect the vital interests of the individual;
- processing is necessary in order to pursue the legitimate interests of the data controller or third parties.

Who is responsible for protecting a person's personal data?

The Managing Director of Tree Technique Ltd is the Data Controller and Data Protection Officer and has the ultimate responsibility for ensuring compliance with the Data Protection legislation.

Name: Lee Hibbs

Email: info@treetechnique.com

Phone: 01980 626 353

Correspondence: Longacre, Firsdown, Salisbury, Wiltshire, SP4 6DT

The type of personal information we collect from our customers

We currently collect and process the following information

- Personal identifiers, contacts and characteristics (for example, name and contact details)

The information provided will be processed and stored so that it is possible for us to contact, respond to or conduct the transaction requested by the individual. By transacting with TT, individuals are deemed to be giving consent for their personal data provided to be used and transferred in accordance with this policy, however where ever possible specific written consent will be sought. It is the responsibility of those individuals to ensure that TT is able to keep their personal data accurate and up-to-date. The personal information will be not shared or provided to any other third party or be used for any purpose other than that for which it was provided.

How we get your 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 enable a quotation
- Upon acceptance of a quotation

We use the information that you have given us in order to enable effective communication at the time of quotation, carrying out of agreed works, and/or at the time of job completion.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

1. Your consent. You are able to remove your consent at any time. You can do this by contacting us on the above details.
2. We have a legitimate interest.

Customer Information and Data Protection

To ensure that TT Customers are made aware of our GDPR and data protection policy the following information is placed on documentation being sent to Customers.

“Please be assured we only use your personal information for the purposes of completing your tree work. Our IT systems are secure, and we do not share your details with anyone unnecessarily. We will share your details with the Local Authority if we need to make an application for permission to undertake work and whilst it is unlikely, in certain circumstances, work might need a licence from the Forestry Commission. Please refer to our GDPR and Data Protection Policy on our website for full details.”

Data protection on emails

"This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify us immediately. If you are not the intended recipient of this email, you should not copy it for any purpose, or disclose its contents to any other person. Senders and recipients of emails should be aware that, under the Data Protection Act 1998, the contents may have to be disclosed. If you contact us by email, we may store your name and address to facilitate communication."

Information Security

TT cares to ensure the security of personal data. We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies. We will only keep your data for the purpose it was collected for and only for as long as necessary, after which it will be deleted, ie when a Customer ceases to be a Customer.

Data Breaches

TT have measures in place to minimise and prevent data breaches from taking place. Should a breach of personal data occur TT must take notes and keep evidence of that breach and investigate, report and address the breach in a timely manner.

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 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 using the above contact details if you wish to make a request.

TT will always give guidance on personnel data to employees through the Employee handbook. TT will ensure that individuals on whom personal information is kept are aware of their rights and have easy access to that information on request.

Disclosure Information

TT will undertake checks on both staff and Sub Contractors using the Disclosure and Barring Service and will comply with their Code of Conduct relating to the secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information. It will include an appropriate operating procedure in its integrated quality management system.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the above contact details.

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

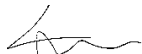
Helpline number: 0303 123 1113

ICO website: www.ico.org.uk

Monitoring and review

Tree Technique monitors the effectiveness and reviews the implementation of this Policy at appropriate intervals, considering its suitability, adequacy and effectiveness. Any improvements identified are made as soon as possible. Internal control systems and procedures are also subject to regular review to provide assurance that they are effective in applying our GDPR, Privacy and Data Protection Policy. Notwithstanding the above, this Policy will be reviewed on an annual basis.

Signed



Name

Lee Hibbs

Position

Managing Director

Version

Date

Detail

Author

1.1

23/06/2022

Version history added

Russell Higgins

1.2

09/06/2023

Annual review, addition of further
GDPR information plus monitoring
and review added, formatting
changes and brand refresh

Amelia Williams

Note: This is a controlled document except when printed. Release to persons not employed by Tree Technique Ltd must first be authorised by Lee Hibbs.