

Sunshine Gardens customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Telephone: **01462 262200**

Email: office@sunshinegardensbaldock.co.uk

What information we collect, use, and why?

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Photographs or video recordings
- Identification documents
- Information relating to compliments or complaints

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Location data
- Recorded images, such as photos or videos

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legitimate interest:
 - We need to collect information on their location as we are providing a service at their location. We need to collect

telephone numbers and email addresses so we can contact them regarding the services we are providing to them.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent
- Legitimate interest:
 - We collect data on which marketing/advertising channel they heard of our company for our market research analysis.

Where we get personal information from?

- People directly
- CCTV footage, or other recorded images
- Third parties:
- Property management companies & Letting agents

How long we keep information?

We keep client contact information for as long as required for marketing and data analysis purposes unless a client specifies otherwise once the contractual relationship ceases.

Who we share information with?

Data processors

Getjobber.com software company

Intuit **Quickbooks** accountancy **software company**

This data processor does the following activities for us: Contains, stores, manipulates the data for scheduling & invoicing purposes

Others we share personal information with

- Debt collection agencies

Sharing information outside the UK

Where necessary (software companies place of origin), we may transfer personal information outside of the UK in order to resolve software queries. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place. Please contact us for more information.

Your data protection rights

Under data protection law, you have rights including:

- 1. Your right of access** - You have the right to ask us for copies of your personal data.
- 2. Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- 3. Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.
- 4. Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- 5. Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- 6. Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- 7. Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.