

# **Privacy Policy – Acer Tree Services (Hereford) Limited**



We take protection of your data very seriously and are totally committed to your privacy and security. We take every reasonable step to ensure your data is secure.

**Data Controller** – Acer Tree Services (Hereford) Limited (**Mr Joe Brandt Managing Director**)

## **How we collect data:**

**Verbal** – what you tell us over the phone or face to face.

**Email** – details you send us by email.

**Enquiry forms** – information you have consented to give us by filling in forms.

**Website** - enquiry form, and see below website section in full detail.

**Internet** - for business information only.

## **Information we hold**

- Contact Name
- Address
- Telephone Number
- Email Address
- Service we provided
- Invoice & Payment History

This information is either stored **electronically** – on a password protected, secure database or **paper based** – filed & stored securely, shredded after a maximum of 5 years.

## **How long do we keep your data:**

We will keep your information for as long as is needed to be able to provide services to you.

If reasonably necessary, or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions, we may also keep hold of some of your information as required, even if it is no longer needed to provide the services to you.

**Credit card payments** – we do not currently take credit card payment.

**We don't and will never sell any information that you provide us with to third parties.**

**We only ever provide information to third parties in the following situations:**

- Where you have consented to us to submit TPO or conservation applications, or third party supplier service applications such as; power shutdowns, crane operations, Stump grinding service plans or similar.
- To establish operational working plans, actions or risk assessments.
- Any third parties are trusted suppliers and service partners of Acer Tree Services (Hereford) Limited. They will be on our approved supplier list which means that we are satisfied that they provide the same standard of service and quality that we would.

**Website** – [www.acertreeservices.com](http://www.acertreeservices.com)

## **Cookies**

Cookies are small files saved to a user's computer or device's hard drive that track, save and store information about a user's interactions and usage of the website. This allows the website to provide users with a tailored experience within the website through it's server. Users are advised that if they wish to deny the use and saving of cookies from this website onto their computer or device hard drive they should take necessary steps within their web browser's security settings to block all cookies from this website and it's external serving vendors or use the cookie control system if available upon their first visit.

Our website uses cookies to make your experience the best we can while visiting our site. As required by legislation, where applicable this website uses a cookie control system, allowing you to give permission or to deny the use of/saving cookies on your computer or device.

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## **Website Visitor Tracking**

Our website uses tracking software to monitor its visitors to better understand how they use it. The software will save a cookie to your computer or device's hard drive to track and monitor your engagement and usage of the website but will not store, save or collect personal information.

## **Adverts & Sponsored Links**

Users should note that they click on sponsored external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links.

## **Downloads & Media Files**

Any downloadable documents, media or files made available on our website are provided to users at their own risk. While all precautions have been taken to ensure only genuine downloads are available users are advised to verify their authenticity using third party anti virus software or similar applications. We accept no responsibility for third party downloads provided by external third party websites and advise users to verify their authenticity by using third party anti virus software or similar applications.

If you choose to contact us through our website, you do so at your own discretion and provide any such personal details requested at your own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use. Where we have clearly stated and made you aware of the fact, and where you have given your express permission we may use your details to send you information about the services we offer through email. This will be done in accordance with current GDPR legislation.

## **Social media**

Acer Tree Services (Hereford) Limited has official profiles on several social media platforms. Users are advised to verify authenticity of such profiles before engaging with or sharing information with such profiles. We will never ask for user passwords on social media platforms. Users are advised to conduct themselves appropriately when engaging with us on social media.

There may be occasions where our website features social sharing buttons which help share web content directly from web pages to the respective social media platforms. You use social sharing buttons at your own discretion and accept that doing so may publish content to your social media profile feed or page.

**You can read the privacy policies of the social media platforms that we have a presence on here:**

**Twitter** - <https://twitter.com/privacy>

**Instagram** - <https://help.instagram.com>

**Facebook** - <https://www.facebook.com/privacy.php>

**Google** - <https://policies.google.com/privacy>

## **CCTV**

CCTV is in operation at our premises which is to provide security and for our employees, customers, suppliers and visitors. The footage would only ever be used in the event of an accident, a health and safety risk or a security breach. The footage is kept for a maximum of 30 days and is never shared with any third parties (unless required legally by police or for insurance purposes), it is only accessible at management level and above.

This policy is reviewed regularly by management.

We hope that this privacy policy gives you peace of mind that data you give us is held securely and, used appropriately within legislation. However if you have **any queries**, would like to request the data we hold about you, or would like us to delete any data, please contact us on **01432 860839** or **joe.brandt@btconnect.com**