

BRANCHING OUT TREE
SURGERY LANDSCAPING AND
GARDENING LTD



DATA PROTECTION (GDPR) POLICY



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INTRODUCTION

Purpose of the GDPR Policy

Branching out tree surgery landscaping and gardening ltd is committed to protecting the privacy, security, and confidentiality of personal information belonging to our customers, employees, contractors, suppliers, and business partners.

This Data Protection Policy has been developed to demonstrate our commitment to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. It outlines the principles and procedures we follow when collecting, processing, storing, and managing personal information.

The purpose of this policy is to ensure that all personal data is handled responsibly, transparently, and securely, while maintaining the trust and confidence of everyone who interacts with our business.

Our Commitment to Protecting Personal Information

At Branching out tree surgery landscaping and gardening ltd, we recognise that personal information is valuable and must be treated with care and respect.

We are committed to ensuring that:

- ✓ Personal information is collected fairly, lawfully, and only where necessary.
- ✓ Information is used only for legitimate business purposes.
- ✓ Personal data is kept accurate, secure, and protected against unauthorised access, loss, or misuse.
- ✓ Access to personal information is limited to authorised individuals who require it to perform their responsibilities.
- ✓ Customer, employee, and business information is handled with professionalism, confidentiality, and integrity.

We continually review our processes to ensure that our data protection practices remain effective and aligned with current legal requirements.

Overview of Our Services

Branching out tree surgery landscaping and gardening ltd is a Denbighshire-based outdoor services company providing professional property maintenance and environmental management solutions for residential and commercial clients.

Our services include:

Tree Surgery : Professional tree care, maintenance, pruning, removal, and management services delivered with consideration for safety, environmental responsibility, and customer requirements.

Landscaping : Design, preparation, and improvement of outdoor spaces, including groundworks, planting, and landscape enhancements.

Gardening Services : Regular and specialist garden maintenance services designed to support the appearance, health, and usability of outdoor areas.

Vegetation Management : Responsible management and control of vegetation to maintain safe, accessible, and well-maintained environments.

Fencing Services : Installation, repair, and maintenance of fencing solutions for residential and commercial properties.

Business Location

Branching out tree surgery landscaping and gardening ltd operates from Denbighshire, Wales, providing reliable and professional outdoor services to customers across the surrounding areas.

As a locally based company, we value strong customer relationships and recognise that protecting personal information is an essential part of maintaining the trust placed in us by our clients, employees, and partners.

ABOUT THE BUSINESS

Company Background

Branching out tree surgery landscaping and gardening ltd is a Denbighshire-based outdoor services company specialising in professional tree care, landscaping, gardening, vegetation management, and fencing solutions.

The company was established with the aim of providing reliable, high-quality outdoor services to residential and commercial clients while building long-term relationships based on trust, professionalism, and excellent workmanship.

We are committed to delivering practical, safe, and sustainable solutions that enhance and maintain outdoor spaces across Denbighshire and the surrounding areas.

Business Activities

Our core services include:

- ✓ Professional tree surgery and tree maintenance
- ✓ Landscaping design and improvements
- ✓ Garden maintenance and management
- ✓ Vegetation management and clearance
- ✓ Fencing installation and repairs
- ✓ General outdoor maintenance services

We provide our services with a strong focus on quality, safety, environmental responsibility, and customer satisfaction.

Company Structure

Branching out tree surgery landscaping and gardening ltd operates as a private limited company, providing a structured and professional approach to managing our services, workforce, and customer relationships.

The company is managed by the Director, who oversees business operations, customer relationships, compliance responsibilities, and overall service standards.

Team Size and Responsibilities

The company operates with a skilled team of five employees who support the delivery of our outdoor maintenance and landscaping services.

Team members are responsible for:

- ✓ Carrying out tree surgery, landscaping, gardening, fencing, and vegetation management work safely and professionally.
- ✓ Maintaining high standards of workmanship.
- ✓ Following health and safety procedures.
- ✓ Respecting customer properties and privacy.
- ✓ Protecting confidential customer and business information.

Each team member plays an important role in maintaining the company's reputation for reliable service and quality results.

Mission and Values

Our mission is to build a dependable and respected outdoor services company that provides consistent work opportunities for our team while delivering excellent service to our customers.

Our core values include:

Reliability

We aim to provide stable, meaningful daily work for our team while ensuring customers receive dependable and professional services.

Quality Workmanship

We are committed to delivering high-quality outdoor solutions through skilled work, attention to detail, and professional standards.

Customer Trust

We value honesty, transparency, and respectful communication, ensuring our customers feel confident when choosing us to manage their outdoor spaces.

Professionalism and Responsibility

We operate responsibly by prioritising safety, protecting customer information, respecting the environment, and maintaining strong professional standards in all areas of our work.

DATA PROTECTION RESPONSIBILITIES

Responsibility for Personal Data

Branching out tree surgery landscaping and gardening ltd recognises that protecting personal information is an important responsibility and is committed to ensuring that all personal data is handled securely, fairly, and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The company takes responsibility for all personal information collected, stored, processed, and used as part of its business operations, including information relating to customers, employees, contractors, suppliers, and other business contacts.

The Director of Branching out tree surgery landscaping and gardening ltd has overall responsibility for ensuring that appropriate data protection practices are implemented and maintained throughout the business.

Role of the Company as Data Controller

Branching out tree surgery landscaping and gardening ltd acts as the Data Controller for the personal information it processes.

As the Data Controller, the company is responsible for determining:

- ✓ What personal information is collected.
- ✓ Why personal information is collected and processed.
- ✓ How information is stored, protected, and used.
- ✓ Who has authorised access to personal information.
- ✓ How long information is retained.

The company ensures that personal data is processed in accordance with the key principles of UK GDPR, including that information is:

- ✓ Processed lawfully, fairly, and transparently.
- ✓ Collected for clear and legitimate business purposes.
- ✓ Limited to the information necessary for those purposes.
- ✓ Accurate and kept up to date where required.
- ✓ Stored securely and protected against unauthorised access.
- ✓ Retained only for as long as necessary.

Responsibilities of Directors and Staff

The Director and management team of Branching out tree surgery landscaping and gardening ltd are responsible for ensuring that suitable policies, procedures, and security measures are in place to protect personal information.

Key responsibilities include:

- ✓ Ensuring compliance with UK GDPR requirements.
- ✓ Providing appropriate guidance and awareness to employees.
- ✓ Ensuring personal information is only accessed by authorised individuals.
- ✓ Maintaining secure systems for storing customer, employee, and business information.
- ✓ Investigating and responding appropriately to any suspected data protection incidents.
- ✓ Ensuring third-party suppliers and contractors handle information responsibly.

All employees, workers, and contractors who handle personal information have a responsibility to:

- ✓ Follow company data protection procedures.
- ✓ Keep personal information confidential.
- ✓ Only access information required for their role.
- ✓ Avoid sharing customer or business information without authorisation.
- ✓ Report any suspected loss, misuse, or unauthorised access to personal data.

Staff Awareness and Confidentiality Obligations

Branching out tree surgery landscaping and gardening ltd understands that effective data protection depends on the awareness and cooperation of everyone involved in the business.

All staff members are expected to understand their responsibilities when handling personal information and to maintain confidentiality at all times.

Employees and contractors must:

- ✓ Treat customer, employee, and supplier information as confidential.
- ✓ Protect personal information from accidental disclosure or misuse.
- ✓ Avoid discussing customer details with unauthorised individuals.
- ✓ Secure paperwork, devices, and digital information appropriately.
- ✓ Report any concerns relating to data security immediately.

Confidentiality obligations continue even after an employee or contractor stops working with the company.

Failure to follow data protection responsibilities may result in disciplinary action and could lead to further legal consequences where applicable.

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Branching out tree surgery landscaping and gardening ltd is committed to creating a culture where personal information is respected, protected, and handled responsibly by all members of the team.

TREE SURGERY

TYPES OF PERSONAL DATA WE COLLECT

Branching out tree surgery landscaping and gardening ltd collects and processes different types of personal information required to operate our business effectively, provide our services, maintain professional relationships, and meet our legal and contractual obligations.

The personal data we collect is limited to information that is necessary, relevant, and appropriate for the purpose for which it is obtained.

Customer Information

To provide tree surgery, landscaping, gardening, vegetation management, and fencing services, we may collect and process the following customer information:

Personal Identification Details:

Customer names and relevant contact information required to communicate and manage service requests.

Contact Information:

Telephone numbers, email addresses, and other communication details provided by customers for enquiries, quotations, scheduling, and ongoing service updates.

Property and Service Details:

Information relating to the customer's property, including site addresses, access arrangements, work requirements, and details necessary to safely plan and complete contracted services.

Quotation and Financial Records:

Information relating to quotations, estimates, contracts, invoices, payments, and transaction records required for business administration, accounting, and legal compliance.

Employee and Worker Information

To manage our team and fulfil our responsibilities as an employer, we may collect and process employee information, including:

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Personal and Contact Details:

Names, addresses, telephone numbers, email addresses, and other relevant personal information required for employment administration.

Payroll and Financial Information:

Information required to process wages, payments, taxation responsibilities, and other employment-related financial records.

Training and Qualification Records:

Details of relevant training, certificates, licences, competence records, and health and safety qualifications required for employees to carry out their roles safely and professionally.

Emergency Contact Information:

Details of nominated emergency contacts to support employee welfare and meet workplace health and safety responsibilities.

Supplier and Contractor Information

We may collect and process information relating to suppliers, subcontractors, and business partners, including:

- ✓ Business and trading names.
- ✓ Contact names and communication details.
- ✓ Telephone numbers and email addresses.
- ✓ Contractual information.
- ✓ Invoices, payment details, and transaction records.
- ✓ Information necessary to manage working relationships and ensure services are delivered effectively.

Branching out tree surgery landscaping and gardening ltd only collects personal information that is necessary for legitimate business purposes and takes appropriate measures to ensure that all personal data is handled securely, confidentially, and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

HOW WE COLLECT PERSONAL INFORMATION

Branching out tree surgery landscaping and gardening ltd collects personal information through various channels to enable us to provide our services effectively, communicate with customers, manage business operations, and maintain accurate records.

We may collect personal information through the following methods:

Website Enquiries

Personal information may be collected when customers or potential customers contact us through our website enquiry forms or online contact channels. This information allows us to respond to enquiries, provide quotations, and arrange services.

Telephone Communications

We collect information provided during telephone conversations, including customer names, contact details, property information, and details relating to requested services. This enables us to assess requirements and provide accurate advice or quotations.

Email Correspondence

Personal information may be collected through email communication, including quotation requests, service enquiries, project details, and ongoing customer communications.

Social Media Enquiries

We may receive enquiries through business social media platforms. Any personal information shared through these channels will be handled securely and used only for legitimate business purposes, such as responding to enquiries and arranging services.

Customer Referrals

We may receive personal information through recommendations or referrals from existing customers, contractors, or business contacts. Any information received will be handled in accordance with UK GDPR requirements.

Face-to-Face Conversations

Personal information may be collected during site visits, property assessments, meetings, and discussions with customers. This information helps us understand customer requirements, prepare quotations, and deliver services safely and effectively.

Contracts and Business Documentation

We collect and maintain personal information through contracts, quotations, invoices, work records, and other business documentation. These records help us manage customer relationships, fulfil agreements, maintain financial records, and meet legal and regulatory obligations.

All personal information collected by Branching out tree surgery landscaping and gardening ltd is processed fairly, lawfully, and securely in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

How We Use Personal Information

Branching out tree surgery landscaping and gardening ltd uses personal information responsibly and only for legitimate business purposes necessary to provide our services and operate effectively.

The personal information we collect may be used for the following purposes:

Providing Quotations and Estimates

We use customer information to prepare accurate quotations, assess project requirements, understand the scope of requested work, and provide details of the services we can offer, including tree surgery, landscaping, gardening, vegetation management, and fencing services.

Scheduling and Managing Work

We use personal information to arrange site visits, confirm appointments, schedule work with our team, and coordinate service delivery at customer properties. This ensures that projects are completed efficiently and according to agreed arrangements.

Delivering Our Services

Personal information is used to enable us to carry out contracted services safely and effectively. This may include accessing property details, understanding customer requirements, communicating site instructions, and maintaining records relating to completed work.

Customer Communication

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We use customer contact details to communicate important information, including quotations, appointment confirmations, project updates, changes to schedules, completion details, and responses to enquiries. We aim to maintain clear, professional, and timely communication with all customers.

Invoicing and Payments

We process personal information to prepare invoices, manage payments, maintain financial records, and fulfil our accounting responsibilities. Information may be shared with authorised financial professionals, such as accountants, where necessary for legitimate business purposes.

Maintaining Business Records

We retain appropriate records relating to customers, projects, communications, and transactions to support the effective operation of our business, maintain service quality, resolve queries, and provide evidence of completed work where required.

Meeting Legal, Regulatory, and Insurance Requirements

We may use personal information to meet our legal responsibilities, comply with health and safety requirements, maintain insurance records, and respond to lawful requests from regulatory bodies or authorised organisations.

Branching out tree surgery landscaping and gardening ltd will only collect and use personal information that is necessary, relevant, and appropriate for these purposes. We will not use personal information for unrelated purposes without appropriate justification or consent where required.

LAWFUL BASIS FOR PROCESSING PERSONAL DATA

Branching out tree surgery landscaping and gardening ltd processes personal information in accordance with the lawful bases established under the UK General Data Protection Regulation (UK GDPR). We ensure that all personal data collected and used by the business has a clear, legitimate purpose and is handled fairly, transparently, and securely.

The lawful bases we rely upon are as follows:

Contractual Necessity

We process personal information where it is necessary to fulfil a contract or provide services requested by our customers.

This includes using personal data to:

- ✓ Respond to customer enquiries and service requests.
- ✓ Prepare quotations and estimates.
- ✓ Arrange appointments and schedule work.
- ✓ Deliver tree surgery, landscaping, gardening, vegetation management, and fencing services.
- ✓ Communicate with customers regarding ongoing or completed projects.
- ✓ Process invoices and manage payments.

Without the necessary personal information, we may be unable to provide our services effectively or meet our contractual commitments.

Legal Obligations

We process certain personal information where we are required to do so in order to comply with legal and regulatory responsibilities.

This may include:

- ✓ Maintaining financial and accounting records.
- ✓ Meeting tax and reporting obligations.

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- ✓ Maintaining employment and payroll records.
- ✓ Complying with health and safety requirements.
- ✓ Providing information to authorised bodies where legally required.

We only retain and disclose information where there is a lawful requirement or obligation to do so.

Legitimate Business Interests

We process personal information where it is necessary for the effective and responsible operation of our business, provided that such processing does not unfairly impact the rights and freedoms of individuals.

Our legitimate interests include:

- ✓ Managing customer relationships.
- ✓ Improving the quality and reliability of our services.
- ✓ Maintaining business records.
- ✓ Communicating with customers about services, quotations, and enquiries.
- ✓ Protecting our business, employees, customers, and property.
- ✓ Managing supplier and contractor relationships.

We regularly consider the impact of our processing activities to ensure that personal information is used appropriately and responsibly.

Customer Consent

Where required, we will obtain clear and informed consent before processing personal information for specific purposes.

This may include:

- ✓ Using customer photographs for marketing purposes.
- ✓ Sharing customer testimonials or reviews.
- ✓ Sending promotional communications where consent is required.

Customers have the right to withdraw their consent at any time. Withdrawal of consent will not affect the lawfulness of any processing carried out before consent was withdrawn.

Branching out tree surgery landscaping and gardening ltd is committed to ensuring that all personal information is processed lawfully, fairly, and transparently while maintaining the trust and confidence of our customers, employees, and business partners.

DATA SECURITY MEASURES

Branching out tree surgery landscaping and gardening ltd is committed to maintaining appropriate technical and organisational measures to protect personal information against accidental loss, unauthorised access, alteration, disclosure, or misuse.

As a responsible business, we ensure that customer, employee, supplier, and contractor information is handled securely and only accessed by authorised individuals for legitimate business purposes.

Secure Storage of Information

All personal information held by Branching out tree surgery landscaping and gardening ltd is stored securely and managed in a way that reduces the risk of loss, damage, or unauthorised access.

Measures include:

- ✓ Keeping electronic records stored securely using trusted systems and services.
- ✓ Ensuring paper-based records are kept in secure locations when not in use.
- ✓ Regularly reviewing stored information and removing data that is no longer required.
- ✓ Maintaining organised records to ensure information can be located, updated, or removed when necessary.
- ✓ Taking reasonable steps to protect information from theft, accidental loss, or damage.

Password Protection

Access to company systems, devices, and digital records is protected through appropriate password security measures.

These include:

- ✓ Using strong, unique passwords for business accounts and devices.
- ✓ Keeping passwords confidential and not sharing them with unauthorised individuals.
- ✓ Changing passwords where there is a suspected security risk.
- ✓ Ensuring access credentials are removed or updated when staff responsibilities change.
- ✓ Using additional security measures where available.

Access Control

Branching out tree surgery landscaping and gardening ltd limits access to personal information to those who require it to carry out their work responsibilities.

Access control measures include:

- ✓ Allowing only authorised personnel to access customer, employee, and business information.
- ✓ Ensuring staff only access information necessary for their role.
- ✓ Reviewing access permissions when roles or responsibilities change.
- ✓ Preventing unauthorised disclosure of personal information.

Safe Handling of Paperwork

Any physical documents containing personal information are handled carefully and securely.

Procedures include:

- ✓ Keeping customer records, quotations, invoices, and employee documents secure when not being used.
- ✓ Avoiding leaving personal information visible or unattended.
- ✓ Transporting paperwork securely when required for business activities.
- ✓ Disposing of confidential documents using secure methods, such as shredding.

Device Security

Company devices used to store or access business information are protected to prevent unauthorised use.

Security measures include:

- ✓ Keeping computers, phones, and tablets protected with passwords or security locks.
- ✓ Installing updates and security improvements where appropriate.
- ✓ Avoiding access to company information through unsecured devices or networks.
- ✓ Taking care when using mobile devices away from company premises.
- ✓ Reporting lost, stolen, or compromised devices immediately.

Confidentiality Procedures

All employees, workers, and contractors are expected to maintain confidentiality and respect the privacy of customers, colleagues, and business contacts.

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Confidentiality responsibilities include:

- ✓ Not sharing customer or company information with unauthorised persons.
- ✓ Using personal information only for approved business purposes.
- ✓ Maintaining professional discretion when working at customer properties.
- ✓ Protecting customer privacy during site visits and service delivery.
- ✓ Reporting any suspected misuse, loss, or unauthorised disclosure of information.

Branching out tree surgery landscaping and gardening ltd regularly reviews its data security practices to ensure personal information remains protected and handled in accordance with UK GDPR requirements and the Data Protection Act 2018.

TREE SURGERY

SHARING PERSONAL INFORMATION

Branching out tree surgery landscaping and gardening ltd is committed to protecting the privacy and confidentiality of all personal information held by the company. We only share personal data when there is a legitimate business need, a legal requirement, or where sharing the information is necessary to provide our services effectively.

We do not sell, rent, or share customer information with third parties for unrelated marketing purposes.

Accountants and Financial Service Providers

We may share relevant business and financial information with our appointed accountants or financial advisors where necessary to support:

- ✓ Preparation of accounts and financial reports.
- ✓ Compliance with tax and regulatory obligations.
- ✓ Payroll processing and financial management.
- ✓ General business administration.

Any information shared will be limited to what is necessary and will be handled securely and confidentially.

Insurance Providers

Where required, we may share relevant information with our insurance providers to:

- ✓ Manage insurance policies.
- ✓ Handle claims or incidents.
- ✓ Provide evidence relating to completed work, customer enquiries, or business activities.
- ✓ Meet insurance and contractual obligations.

We ensure that any information provided is appropriate, necessary, and handled in accordance with data protection requirements.

Legal and Regulatory Authorities

DATA PROTECTION (GDPR) POLICY

We may disclose personal information to legal, regulatory, or government authorities where we are legally required to do so.

This may include providing information to:

- ✓ Law enforcement agencies.
- ✓ Courts or legal representatives.
- ✓ Regulatory bodies.
- ✓ The Information Commissioner's Office (ICO).

We will only provide information where there is a lawful basis for doing so and will cooperate with official requests in accordance with applicable legislation.

Suppliers and Service Providers

We may share limited personal information with trusted suppliers or service providers who assist us in operating our business.

Examples may include:

- ✓ IT and software providers.
- ✓ Payment processing providers.
- ✓ Equipment or service suppliers.
- ✓ Business support providers.

All third-party providers are expected to respect the confidentiality and security of personal information and must only use data for the agreed purpose.

Rules for Sharing Customer Information

Branching out tree surgery landscaping and gardening ltd follows strict principles when sharing customer information:

- ✓ Personal information is only shared when necessary and for a legitimate purpose.
- ✓ We only provide the minimum amount of information required.
- ✓ Customer information is treated as confidential at all times.
- ✓ Information is not shared without proper authorisation or a lawful reason.
- ✓ Employees and contractors are expected to protect customer privacy.
- ✓ Any suspected misuse or unauthorised disclosure of information must be reported immediately.

By following these procedures, we ensure that customer trust is maintained and that all personal information is managed responsibly in line with UK GDPR and the Data Protection Act 2018.

Use of Photographs and Marketing Material

Branching out tree surgery landscaping and gardening ltd may take photographs and videos of completed works, ongoing projects, and work areas for the purposes of record keeping, quality assurance, and promoting our services.

Taking Before and After Photographs

Before-and-after photographs may be taken during or after projects, including tree surgery, landscaping, gardening, vegetation management, and fencing works. These images help us to:

- ✓ Record the condition of work areas before and after services are completed.
- ✓ Demonstrate the quality and standard of our workmanship.
- ✓ Maintain accurate project records.
- ✓ Support quotations, customer communication, and future planning.

Photographs will be taken in a professional manner and will focus on the work completed rather than personal details of customers or their properties.

Use of Images for Website, Social Media and Marketing

With appropriate permission, photographs may be used for business purposes, including:

- ✓ Our company website.
- ✓ Social media platforms.
- ✓ Online portfolios.
- ✓ Advertising materials.
- ✓ Promotional brochures and other marketing communications.

The use of photographs allows us to showcase completed projects, demonstrate our expertise, and provide potential customers with examples of our services.

Customer Permission Requirements

We respect the privacy of our customers and will seek appropriate permission before using photographs or videos that may identify a customer, their property, or their location for marketing purposes.

Customers have the right to:

- ✓ Decline permission for photographs to be used publicly.
- ✓ Request that images of their property are not used for promotional purposes.
- ✓ Withdraw permission for future marketing use where applicable.

Refusing permission will not affect the quality of service provided or the relationship between the customer and the company.

Protecting Property Privacy

We take reasonable steps to protect customer privacy when using photographs or videos, including:

- ✓ Avoiding the capture of personal information or identifying details.
- ✓ Not displaying house numbers, addresses, vehicles, or private information where unnecessary.
- ✓ Reviewing images before publication.
- ✓ Removing or avoiding images that may compromise customer privacy or security.

Branching out tree surgery landscaping and gardening ltd is committed to balancing effective marketing with respect for customer confidentiality and data protection rights.

Policy Responsibility:

The Company Director is responsible for ensuring that photographs and marketing materials are managed in accordance with UK GDPR requirements and customer privacy expectations.

EMPLOYEE AND CONTRACTOR DATA PROTECTION

Handling Worker Information

Branching out tree surgery landscaping and gardening ltd recognises the importance of protecting the personal information of its employees, subcontractors, and contractors. The company is committed to handling worker information responsibly, securely, and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal information collected and maintained by the company may include:

- ✓ Full name and contact details
- ✓ Address and emergency contact information
- ✓ Employment and contractor records
- ✓ Payroll and payment information
- ✓ Training, qualifications, and certification records
- ✓ Health and safety documentation
- ✓ Work-related communications and performance records

Worker information will only be collected, processed, and retained where there is a legitimate business, legal, or operational requirement. The company will ensure that personal information is accurate, securely stored, and only accessible to authorised individuals.

Confidentiality Expectations

All employees and contractors working with Branching out tree surgery landscaping and gardening ltd are expected to respect the confidentiality of company, customer, and colleague information.

Workers must:

- ✓ Keep personal and business information confidential.
- ✓ Not share customer details, employee information, quotations, or company records with unauthorised persons.
- ✓ Avoid discussing private customer information outside of legitimate work activities.
- ✓ Protect documents, devices, and communication channels containing sensitive information.

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- ✓ Report any suspected loss, misuse, or unauthorised disclosure of information immediately.

Confidentiality obligations apply during employment or engagement with the company and continue after the working relationship has ended.

Training Records and Qualifications

Branching out tree surgery landscaping and gardening ltd maintains records of employee and contractor training to ensure that all work is carried out safely, professionally, and in accordance with industry requirements.

Training records may include:

- ✓ Professional qualifications and certificates
- ✓ Health and safety training
- ✓ Equipment and machinery training
- ✓ Tree surgery and landscaping-related competencies
- ✓ First aid or emergency training
- ✓ Refresher training records

Training information is stored securely and used only for legitimate purposes, including ensuring compliance, maintaining service quality, and supporting employee development.

Health and Safety Information

Due to the nature of tree surgery, landscaping, gardening, vegetation management, and fencing work, the company may process certain health and safety-related information to protect workers and meet legal responsibilities.

This may include:

- ✓ Emergency contact details
- ✓ Accident and incident records
- ✓ Risk assessment information
- ✓ Safety training records
- ✓ Information required for workplace adjustments or safe working arrangements

Health and safety information will be handled confidentially and only shared with individuals who have a legitimate reason to access it, such as management, insurers, or relevant authorities where legally required.

Access to Company Information

Access to company information is limited to employees and contractors who require it to carry out their responsibilities.

The company will ensure that:

- ✓ Access is provided on a need-to-know basis.
- ✓ Workers only access information relevant to their role.
- ✓ Company systems, records, and devices are protected from unauthorised access.
- ✓ Passwords and security details are not shared.
- ✓ Company information is returned or securely removed when a worker leaves the business.

Employees and contractors are responsible for protecting any company information they are trusted with and must follow all company data protection procedures.

Policy Commitment

Branching out tree surgery landscaping and gardening ltd is committed to maintaining a professional, safe, and respectful working environment where employee and contractor information is protected and handled with care.

DATA RETENTION POLICY

Purpose

Branching out tree surgery landscaping and gardening ltd is committed to ensuring that personal information is retained only for as long as necessary and is securely managed throughout its lifecycle.

This Data Retention Policy explains how long different types of information are kept, the reasons for retaining records, and the procedures followed when information is no longer required.

The company follows the principles of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 by ensuring that personal data is:

- ✓ Retained only for legitimate business, legal, or operational purposes.
- ✓ Stored securely and protected from unauthorised access.
- ✓ Regularly reviewed and securely disposed of when no longer required.

Customer Records

Branching out tree surgery landscaping and gardening ltd retains customer information to support the delivery of services, maintain accurate business records, manage enquiries, provide quotations, and meet legal obligations.

Customer records may include:

- ✓ Customer names and contact details.
- ✓ Property addresses.
- ✓ Quotations and estimates.
- ✓ Service agreements and job details.
- ✓ Correspondence and communication records.
- ✓ Invoices and payment information.
- ✓ Photographs relating to completed work where permission has been provided.

Customer records will generally be retained for as long as necessary to:

- ✓ Complete requested services.
- ✓ Maintain customer service history.
- ✓ Resolve any queries, disputes, or warranty-related matters.
- ✓ Meet accounting, insurance, and legal requirements.

DATA PROTECTION (GDPR) POLICY

Where customer information is no longer required and there is no legal reason to retain it, records will be securely deleted or destroyed.

Financial Records

Financial records are retained to comply with legal, taxation, accounting, and regulatory requirements.

Financial information may include:

- ✓ Invoices issued and received.
- ✓ Payment records.
- ✓ Receipts.
- ✓ Accounting documents.
- ✓ Business expense records.
- ✓ Tax-related information.

Financial records will be retained for the period required by UK financial and tax regulations, currently a minimum of 6 years after the end of the relevant accounting period.

Access to financial records is restricted to authorised individuals, including company directors and approved financial advisers where applicable.

Employee Records

Branching out tree surgery landscaping and gardening ltd retains employee and worker information to manage employment responsibilities, payroll, health and safety obligations, and workforce administration.

Employee records may include:

- ✓ Personal contact details.
- ✓ Employment documentation.
- ✓ Payroll information.
- ✓ Training and qualification records.
- ✓ Certification records.
- ✓ Health and safety documentation.
- ✓ Emergency contact information.

Employee records will be retained only for as long as necessary to meet employment, legal, insurance, and operational requirements.

When employment ends, relevant records will be securely retained for the required period before being reviewed and safely disposed of.

Secure Disposal of Information

When personal information reaches the end of its retention period, Branching out tree surgery landscaping and gardening ltd will ensure it is securely disposed of to prevent unauthorised access or misuse.

Secure disposal methods include:

- ✓ Permanent deletion of electronic records from systems and devices.
- ✓ Secure shredding of paper documents.
- ✓ Removal of outdated files from storage locations.
- ✓ Ensuring third-party disposal services used by the company handle confidential information appropriately.

Personal information will not be retained indefinitely and will be reviewed regularly to ensure records remain necessary, accurate, and securely managed.

Policy Responsibility and Review

The company director is responsible for ensuring that this Data Retention Policy is implemented and reviewed regularly.

This policy will be updated when there are changes to:

- ✓ Data protection legislation.
- ✓ Business operations.
- ✓ Record-keeping requirements.
- ✓ Company procedures.

Company: Branching out tree surgery landscaping and gardening ltd

Location: Denbighshire, Wales

Approved by: _____

Position: Director

Date: _____

INDIVIDUAL RIGHTS UNDER GDPR

Branching out tree surgery landscaping and gardening ltd respects the rights of individuals regarding their personal information and is committed to ensuring that all personal data is processed fairly, lawfully, and transparently in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Individuals have the following rights in relation to their personal data:

Right of Access

Individuals have the right to request access to the personal information we hold about them. Upon receiving a valid request, we will provide details of the information held, how it is being used, and the purpose for processing it.

Right to Rectification

Individuals have the right to request that inaccurate, incomplete, or outdated personal information is corrected. We will take reasonable steps to ensure that records are updated promptly and remain accurate.

Right to Erasure (Right to be Forgotten)

Individuals may request the deletion of their personal information where there is no longer a legitimate reason for us to retain or process it. Requests will be considered in line with our legal obligations, including requirements to retain certain business and financial records.

Right to Restrict Processing

Individuals have the right to request that the processing of their personal information is restricted in certain circumstances. Where a restriction applies, we will continue to securely store the information but will limit how it is used.

Right to Object

Individuals have the right to object to certain types of processing of their personal information, including processing based on legitimate interests or direct marketing activities. We will review objections carefully and stop processing where required by law.

Right to Withdraw Consent

Where we rely on consent as the lawful basis for processing personal information, individuals have the right to withdraw their consent at any time. Withdrawal of consent will not affect the lawfulness of any processing carried out before consent was withdrawn.

Making a Data Rights Request

Individuals wishing to exercise any of their GDPR rights should contact:

Branching out tree surgery landscaping and gardening ltd

Location: Denbighshire, Wales

Email: [Insert Email Address]

Telephone: [Insert Telephone Number]

We will respond to all legitimate requests within the timeframe required by applicable data protection laws and may request verification of identity to ensure personal information is only disclosed to the correct individual.

HANDLING DATA BREACHES

Identifying a Data Breach

Branching out tree surgery landscaping and gardening ltd recognises that a personal data breach may occur when personal information is accidentally or unlawfully:

- ✓ Lost, destroyed, or damaged.
- ✓ Accessed by an unauthorised person.
- ✓ Disclosed to the wrong individual.
- ✓ Altered without permission.
- ✓ Stolen or misused.

Examples of potential data breaches may include:

- ✓ Loss or theft of customer, employee, or supplier records.
- ✓ Sending personal information to the wrong email address or recipient.
- ✓ Unauthorised access to company computers, mobile devices, or digital systems.
- ✓ Loss of paperwork containing personal information.
- ✓ Accidental disclosure of private customer details.

All employees, contractors, and authorised persons working on behalf of Branching out tree surgery landscaping and gardening ltd have a responsibility to report any suspected or actual data breach immediately.

Reporting Procedures

Any suspected data breach must be reported as soon as possible to the Company Director or designated Data Protection Contact.

The report should include:

- ✓ Date and time the breach was discovered.
- ✓ Details of the information involved.
- ✓ How the breach occurred, if known.
- ✓ Individuals affected or potentially affected.
- ✓ Immediate actions already taken.

DATA PROTECTION (GDPR) POLICY

All reported incidents will be recorded in the company's Data Breach Register, including details of the investigation, actions taken, and outcomes.

Employees and contractors must not attempt to hide, ignore, or resolve a breach without notifying the responsible person.

Investigation Process

When a data breach is identified, Branching out tree surgery landscaping and gardening ltd will carry out an appropriate investigation to establish:

What personal information has been affected.

- ✓ How the breach occurred.
- ✓ Who may have been affected.
- ✓ The level of risk to individuals.
- ✓ What immediate steps are required to contain and prevent further impact.

Actions may include:

- ✓ Recovering lost information where possible.
- ✓ Restricting access to affected systems.
- ✓ Changing passwords or security measures.
- ✓ Securing physical documents.
- ✓ Reviewing procedures to prevent future incidents.

All investigations will be documented, and lessons learned will be used to improve the company's data protection practices.

Customer Notification

Where a personal data breach is likely to result in a significant risk to individuals, Branching out tree surgery landscaping and gardening ltd will notify affected customers or individuals without unnecessary delay.

Notifications will include:

- ✓ A description of the nature of the breach.
- ✓ The type of information affected.
- ✓ The potential risks involved.
- ✓ Actions taken to manage and reduce the impact.

DATA PROTECTION (GDPR) POLICY

- ✓ Advice on any steps the individual can take.
- ✓ Contact details for further information.

The company will communicate openly and responsibly with affected individuals while protecting confidentiality and complying with legal requirements.

ICO Reporting Requirements

Branching out tree surgery landscaping and gardening ltd will assess every data breach to determine whether notification to the Information Commissioner's Office (ICO) is required under the UK General Data Protection Regulation (UK GDPR).

Where a breach is likely to result in a risk to individuals' rights and freedoms, the company will report the incident to the ICO within the required legal timeframe of 72 hours from becoming aware of the breach.

If a breach does not require ICO notification, the company will still maintain a record of the incident, including:

- ✓ The nature of the breach.
- ✓ The reason for the decision not to report.
- ✓ The impact assessment.
- ✓ Any corrective actions taken.

Branching out tree surgery landscaping and gardening ltd is committed to responding to data breaches promptly, reducing risks, protecting personal information, and maintaining the trust of customers, employees, and business partners.

COMPLAINTS PROCEDURE

Raising a Data Protection Concern

Branching out tree surgery landscaping and gardening ltd is committed to handling personal information responsibly and transparently. We take all concerns regarding the use, storage, and protection of personal data seriously.

Customers, employees, suppliers, or any individual who believes their personal information has not been handled correctly may raise a concern by contacting the company directly.

Complaints or concerns should include:

- ✓ The name and contact details of the person raising the concern.
- ✓ A clear description of the issue or concern.
- ✓ Details of any relevant information, communication, or documentation.
- ✓ Any action the individual believes should be taken to resolve the matter.

Concerns can be submitted through the following contact methods:

Company: Branching out tree surgery landscaping and gardening ltd

Email: [Insert Email Address]

Telephone: [Insert Telephone Number]

Address: [Insert Company Address]

We encourage individuals to contact us first, as this allows us the opportunity to investigate and resolve concerns quickly and effectively.

Internal Review Process

Upon receiving a complaint, Branching out tree surgery landscaping and gardening ltd will:

- ✓ Acknowledge receipt of the complaint within a reasonable timeframe.
- ✓ Review the details provided and investigate the matter thoroughly.

DATA PROTECTION (GDPR) POLICY

- ✓ Identify whether personal data has been handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- ✓ Review relevant records, procedures, and communications where necessary.
- ✓ Take appropriate corrective action if any issues are identified.
- ✓ Provide the individual with a clear response explaining the outcome of the investigation.

All complaints will be treated confidentially and handled fairly. Information relating to a complaint will only be shared with individuals who need access in order to investigate and resolve the matter.

Our aim is to resolve all concerns professionally, efficiently, and in a way that maintains trust with our customers and stakeholders.

Escalation to the Information Commissioner's Office (ICO)

If an individual remains dissatisfied with the outcome of our internal review, or believes their personal data has not been processed in accordance with data protection legislation, they have the right to make a complaint to the Information Commissioner's Office (ICO).

The ICO is the independent authority responsible for upholding information rights and enforcing data protection law in the UK.

Individuals can contact the ICO through:

Information Commissioner's Office (ICO)

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

Telephone: 0303 123 1113

Branching out tree surgery landscaping and gardening ltd respects an individual's right to seek guidance or raise a complaint with the ICO. However, we encourage customers and other affected individuals to allow us the opportunity to investigate and address their concerns before contacting the regulator.

STAFF RESPONSIBILITIES

All employees, workers, and contractors working on behalf of Branching out tree surgery landscaping and gardening ltd have a responsibility to protect confidential information and ensure that personal data is handled securely and responsibly at all times.

Staff must comply with the company's data protection procedures and understand their role in maintaining customer trust, protecting business information, and meeting the requirements of the UK General Data Protection Regulation (UK GDPR).

Confidentiality of Customer Information

Staff must treat all customer and business information as confidential. Personal information, including customer names, addresses, contact details, property information, quotations, and service details, must only be accessed, used, and shared when necessary for carrying out authorised company duties.

Staff must not:

- ✓ Share customer information with unauthorised individuals.
- ✓ Discuss customer details outside of legitimate business purposes.
- ✓ Use personal information for personal benefit or any unauthorised reason.
- ✓ Leave confidential information visible or accessible to others.

Confidentiality obligations continue even after an employee or contractor leaves the company.

Reporting Suspected Data Breaches

All staff must immediately report any suspected loss, misuse, unauthorised access, or disclosure of personal information.

Examples of potential data breaches include:

- ✓ Loss or theft of company devices or paperwork containing personal information.
- ✓ Sending customer information to the wrong person.
- ✓ Unauthorised access to company records.

DATA PROTECTION (GDPR) POLICY

- ✓ Accidental sharing of confidential information.

Prompt reporting allows the company to investigate the issue, reduce risks, and take appropriate action in line with UK GDPR requirements.

Following Company Data Protection Procedures

Staff must follow all company policies and procedures relating to the collection, storage, use, and disposal of personal information.

This includes:

- ✓ Only collecting information that is necessary for business purposes.
- ✓ Keeping records accurate and up to date.
- ✓ Using approved systems and methods for storing information.
- ✓ Following instructions provided by management regarding data protection and confidentiality.

Failure to follow company procedures may result in disciplinary action and could expose the company and individuals to legal risks.

Protecting Company Devices and Records

Staff are responsible for protecting company equipment, documents, and records from loss, damage, theft, or unauthorised access.

Staff must:

- ✓ Keep company devices secure and password protected.
- ✓ Avoid leaving paperwork containing personal information unattended.
- ✓ Store documents safely when not in use.
- ✓ Ensure information is securely disposed of when no longer required.
- ✓ Report lost, stolen, or damaged equipment immediately.

By following these responsibilities, all staff help Branching out tree surgery landscaping and gardening ltd maintain high standards of professionalism, protect customer privacy, and operate in compliance with UK GDPR requirements.

POLICY REVIEW AND UPDATES

Review Frequency

Branching out tree surgery landscaping and gardening ltd is committed to maintaining an effective and up-to-date Data Protection Policy. This policy will be reviewed at least annually or sooner if there are significant changes to:

- ✓ UK GDPR legislation or data protection guidance.
- ✓ The way the company collects, stores, or processes personal information.
- ✓ Company operations, services, or business procedures.
- ✓ Information security risks or technology used by the business.

Regular reviews ensure that our data protection practices remain effective, appropriate, and compliant with current legal requirements.

Responsibility for Updates

Responsibility for reviewing and updating this policy rests with the Company Director or an appointed person responsible for data protection matters.

The person responsible will ensure that:

- ✓ Changes in data protection laws are monitored.
- ✓ Business practices are reviewed regularly.
- ✓ Staff are informed of relevant updates.
- ✓ Necessary improvements are implemented.
- ✓ Previous versions of the policy are retained for record purposes.

All employees and contractors are expected to follow the most recent approved version of this policy.

Keeping the Policy Aligned with UK GDPR Requirements

DATA PROTECTION (GDPR) POLICY

Branching out tree surgery landscaping and gardening ltd is committed to ensuring that this policy remains aligned with the requirements of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The company will:

- ✓ Monitor guidance issued by the Information Commissioner's Office (ICO).
- ✓ Review data handling procedures to ensure compliance.
- ✓ Maintain appropriate security measures to protect personal information.
- ✓ Update policies and procedures when legal or operational changes occur.
- ✓ Promote a culture of responsibility and confidentiality among employees.

Any amendments to this policy will be formally recorded, approved by management, and communicated to relevant staff members.

Policy Owner: Company Director

Review Period: Annual or following significant legal/business changes

Next Review Date: [Insert Date]

COMPANY CONTACT DETAILS

Data Protection Contact Information

For any enquiries relating to data protection, privacy matters, or the handling of personal information, please contact:

Company Name:

Branching out tree surgery landscaping and gardening ltd

Registered Office Address:

[Insert Registered Company Address]

Denbighshire, Wales

General Contact Email:

[Insert Company Email Address]

Telephone Number:

[Insert Company Telephone Number]

Data Protection Contact Person:

Company Director / Data Protection Responsible Person

The appointed Data Protection Contact Person is responsible for overseeing compliance with UK GDPR requirements, responding to data protection enquiries, managing requests from individuals regarding their personal information, and ensuring that appropriate measures are in place to protect personal data.

Company Registration Number:

[Insert Company Registration Number]

Policy Effective Date:

[Insert Date]

Policy Review Date:

[Insert Review Date]