

Hayes Fences, Gardening & Carpentry

Privacy policy

Why this privacy statement?

We process your personal data for the benefit of our service provision. We attach great importance to your privacy and we will therefore treat these personal details confidentially and carefully. Personal data is processed in accordance with the legal provisions such as the Data Protection Act and, from 25 May 2018, the General Data Protection Regulation (also known as GDPR). We would like to further inform you about this in this privacy statement.

Applicability of privacy statement

This privacy statement provides information about the processing of personal data by or on behalf of Hayes Fences, Gardening & Carpentry and only applies to the use of its customers' personal data and visitors to the website.

This privacy statement does not apply to websites of third parties, such as websites or apps to which Hayes Fences, Gardening & Carpentry refers on its website and in its emails. Hayes Fences, Gardening & Carpentry recommends that you consult the privacy policy of these third parties on the relevant websites.

Identity of Hayes Fences, Gardening & Carpentry

Hayes Fences, Gardening & Carpentry is responsible within the meaning of the Data Protection Act and – with effect from 25 May 2018 – the General Data Protection Regulation. This privacy statement provides information about the collection and processing of personal data by or on behalf of Hayes Fences, Gardening & Carpentry.

Hayes Fences, Gardening & Carpentry is the Trading Name of Klodjan Alushani of 9 Wolfe Close, Hayes, Bromley BR2 7LY in the United Kingdom and he can be reached on the email address: hayesfences@gmail.com.

How do we collect personal data?

Hayes Fences, Gardening & Carpentry can receive information from you in the following ways:

- Directly from you: for example, by entering into an agreement with us, if you contact us by email, telephone or in writing.

What personal data do we collect?

Hayes Fences, Gardening & Carpentry may process personal data about you because you use the services of Hayes Fences, Gardening & Carpentry. Such as:

- Contact details, including name, address, telephone number, email address, social media account, information about your garden.
- We do not save payment details if you make an online payment via a third party.
- Website details – such as IP address, traffic and location data and information about the use of our website.

For what purposes do we collect your personal data?

Hayes Fences, Gardening & Carpentry uses personal data obtained in the first instance to carry out the agreement that we conclude with the customer in the context of offering products and services on our website, and for internal administration. More specifically, we ask you to share your personal data with us for the following purposes:

- For the benefit of entering into, maintaining and improving the contractual relationship with its (potential) customers, or for improving the services and products.
- For the application and implementation of legal obligations.
- To make analyses regarding visiting behaviour on the website.

Personal data is not used for purposes other than those described above.

With whom do we share your personal data?

Hayes Fences, Gardening & Carpentry may share your personal data with companies who provide services on behalf of us or carry out assignments, suppliers, government agencies and other business contacts.

Hayes Fences, Gardening & Carpentry may be required to provide your details due to a statutory obligation on Hayes Fences, Gardening & Carpentry and/or following requests from authorities.

Hayes Fences, Gardening & Carpentry has taken the necessary organisational and contractual measures to ensure that personal data is processed and protected in line with European legislation.

What cookies do we place?

Our website uses cookies, with which technical information is saved. Cookies are small information files that a website leaves on your device, with which your activities on our website are followed. It concerns for example:

- the IP address of the visitor;
- the date and time of the visit;
- the URL of the referring site (the site from which the visitor originates);
- the pages visited on our website;

- information about the browser used (type and version, operating system, etc.).

We use technical information and cookies to facilitate your visit on the website and to optimise the performance and user experience of the website. Cookies can be placed both by Hayes Fences, Gardening & Carpentry itself and by other parties with whom Hayes Fences, Gardening & Carpentry cooperates. Below is an overview of the types of cookies that are placed through the Hayes Fences, Gardening & Carpentry website:

Functional cookies

Hayes Fences, Gardening & Carpentry places cookies that are necessary for the website to function properly and to provide a requested service. These cookies are used to save certain user and preferred settings, to save any log in data and to optimise the user-friendliness of the website.

Analytical cookies

Hayes Fences, Gardening & Carpentry uses analytical cookies, such as the Google Analytics cookies, which collect information about the use of the website. These capture, among other things, the number of website visitors, the visited pages and the duration of their stay. The collected data is used to improve the service and optimise the content of the website to the wishes and needs of the users.

Hayes Fences, Gardening & Carpentry has concluded a processor agreement with Google for the use of Google Analytics. This agreement ensures that the Google Analytics cookies have been set in the most privacy friendly way. Hayes Fences, Gardening & Carpentry has not given Google permission to use information obtained through Hayes Fences, Gardening & Carpentry for other Google services.

Tracking or advertising cookies

Tracking cookies are cookies that collect data about the (internet) behaviour of the website user. These tracking cookies are used to enable the user to make optimal use of our website. For example, these cookies are used to record information about the visit so that relevant information can be used for the convenience of the user on a subsequent visit, for example by filling in forms or offering ads that match the (search) profile of the user.

Disabling cookies

Most browsers are set to accept cookies by default, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some features and services on our and other websites may not function properly if cookies are disabled in your browser.

Social media

On our website you can share information on social media, through the available social media buttons. The relevant social media can place cookies through these buttons. We have

no influence on the use by these parties. They are responsible for the use and provision of data obtained in this way. The privacy policy and the general terms and conditions of the relevant social media are applicable to this use.

How long do we keep your data?

Hayes Fences, Gardening & Carpentry does not store your data longer than necessary for the implementation of the agreements and in any case no longer than 24 months after the agreement has been terminated, unless this is necessary to comply with a statutory obligation for retention.

What are your rights?

You must ensure that Hayes Fences, Gardening & Carpentry has the correct personal data. You can object to the use of certain data Hayes Fences, Gardening & Carpentry, or request your data for inspection, correction and/or removal of your (personal) data in writing to the e-mail address hayesfences@gmail.com. Upon written request, any corrections made by you will be processed. Hayes Fences, Gardening & Carpentry will respond to your request as quickly as possible, but within four weeks.

Complaints about the use of personal data can be directed to Hayes Fences, Gardening & Carpentry or to the legally competent institution in our country.

How do we secure your personal data?

Hayes Fences, Gardening & Carpentry takes the protection of personal data very seriously and takes appropriate physical, administrative, organisational and technical measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification.

Should you still have the impression that your data is not properly secured or there are indications of misuse, or if you would like more information about the security of your personal data, please contact Hayes Fences, Gardening & Carpentry on hayesfences@gmail.com

Changes

We can change our privacy policy. We will amend any changes to our privacy policy in this privacy statement. We therefore recommend that you regularly check our current privacy statement with regard to any changes.

Questions, comments, complaints

If you have any questions, comments or complaints in response to this privacy statement or about the way Hayes Fences, Gardening & Carpentry handles your personal data, you can contact us by e-mail on hayesfences@gmail.com