

DATA PROTECTION & PRIVACY POLICY

At TREECO LTD, we are committed to protecting your personal information and respecting your privacy. This policy explains how we collect, use, and safeguard your data in compliance with the General Data Protection Regulation (GDPR) and other applicable laws.

1. Information We Collect

We may collect and process the following types of personal information:

- **Contact Information:** Name, email address, phone number, and postal address.
- **Business Information:** Company name, job title, and other relevant business details.
- **Service Details:** Information related to inquiries, quotes, and services provided (e.g., tree health assessments, removal services).
- **Payment Information:** Details required to process invoices or payments.
- **Website Usage:** IP addresses, cookie data, and browsing behavior on our website.
- **Other Information:** Any data you voluntarily provide when communicating with us.

2. How We Use Your Information

Your personal information is used for the following purposes:

- To respond to enquiries and provide our arboriculture services.
- To process orders, quotations, and payments.
- To communicate important updates, such as scheduling changes or service-related notices.
- To improve our website, services, and customer experience.
- To comply with legal and regulatory obligations.

3. How We Store Your Information

We securely store your personal information using industry-standard encryption and access control measures. Data will only be retained for as long as necessary to fulfill the purposes for which it was collected or to comply with legal obligations.

4. Sharing Your Information

We do not sell or share your personal data with third parties, except:

- When working with trusted service providers to deliver our services (e.g., subcontractors).
- To comply with legal or regulatory requirements.
- In cases where you have given explicit consent.

All third parties are required to process your information securely and in accordance with this policy.

5. Your Data Protection Rights

Under GDPR, you have the following rights:

- **Access:** Request a copy of your personal data.
- **Correction:** Request corrections to inaccurate or incomplete data.
- **Erasure:** Request the deletion of your data when it is no longer necessary for the purpose collected.
- **Restriction:** Request that we limit processing of your data under certain conditions.
- **Objection:** Object to processing based on our legitimate interests.
- **Data Portability:** Request transfer of your data to another organization.

To exercise these rights, please contact us at info@treecoltd.com

6. Cookies and Website Tracking

Our website uses cookies to improve user experience and analyse site performance. You can manage your cookie preferences via your browser settings.

7. Changes to This Policy

We may update this policy to reflect changes in legal requirements or business practices. Any updates will be posted on our website, and significant changes will be communicated to you directly where appropriate.

Approved by:

Carl Simpson



A handwritten signature in black ink, appearing to read "CSnel".

Managing Director

Date: 01/09/2025