

GDPR Privacy Policy for Great Oaks Tree Services

Effective Date: [01/11/2024]

Great Oaks Tree Services (“we,” “us,” or “our”) is committed to protecting the privacy and security of the personal data we collect and process in the course of our arboriculture training, consulting, and business services. This GDPR Policy explains our data practices and outlines the rights of individuals regarding the personal data we handle. We adhere to the principles and requirements of the General Data Protection Regulation (GDPR) (EU) 2016/679.

1. Data Controller

Great Oaks Tree Services is the Data Controller for the personal data we collect in relation to our training services, business operations, and customer interactions. Our registered address is:

Great Oaks Tree Services

Email: office@greatoakstreeservices.co.uk

Phone: 01772 369694

2. What Personal Data We Collect

We may collect and process the following categories of personal data:

- **Identification Information:** Name, address, date of birth, and other identifying details.
- **Contact Information:** Phone number, email address, and other relevant contact details.
- **Employment and Training Information:** Employment history, training records, certifications, and qualifications.
- **Financial Information:** Billing and payment information, such as credit card details and banking information for processing payments.
- **Technical Information:** IP address, browser type, and device information when you use our website or online platforms.
- **Health and Safety Information:** Relevant medical information, if required for training safety or health accommodations.

3. How We Collect Personal Data

Personal data may be collected through:

- Direct interactions, such as when you register for a training course, make inquiries, or complete forms.
- Communication channels, including email, telephone, and in-person interactions.
- Automated technologies, such as cookies on our website, which may collect information about your browsing behaviour.

4. Purposes for Processing Personal Data

We process personal data to:

- Facilitate and manage arboriculture training, including registration, attendance, certification, and post-training support.
- Manage client and trainee relationships, including responding to inquiries, customer support, and communication.
- Comply with legal obligations, including health and safety requirements and financial record-keeping.
- Improve our services and ensure security through feedback and data analytics (in a de-identified format).
- Manage financial transactions, invoicing, and billing for our services.

5. Legal Basis for Processing Personal Data

Our processing of personal data is based on one or more of the following legal grounds:

- **Performance of a Contract:** Processing is necessary for fulfilling training agreements and providing services.
- **Legal Obligations:** Processing is required to comply with legal and regulatory obligations.
- **Legitimate Interests:** Processing is required for our legitimate business interests, including improving our services, ensuring security, and supporting business operations.
- **Consent:** When necessary, we will obtain your consent for specific processing activities.

6. Sharing Personal Data

We may share personal data with:

- **Service Providers and Business Partners:** Companies who help us provide services, such as IT support, payment processing, and certification bodies.

- **Regulatory and Legal Authorities:** When required by law or to enforce our legal rights.
- **Training and Certification Bodies:** As part of certification requirements or training records, if applicable.

We ensure that all third parties with whom we share data adhere to GDPR requirements and respect data privacy.

7. Data Retention

We retain personal data only as long as necessary to fulfill the purposes for which it was collected, including any legal or reporting requirements. Training records may be retained longer if needed to verify qualifications or compliance with certification bodies. When data is no longer required, it will be securely deleted or anonymized.

8. Data Security

We implement appropriate technical and organizational measures to protect personal data from unauthorized access, loss, or misuse. These measures include:

- Regular data encryption and secure storage of digital data.
- Restricted access to personal data to authorized personnel only.
- Regular security audits and updates to ensure the integrity of our data security practices.

9. Your Data Rights

Under the GDPR, you have the following rights regarding your personal data:

- **Right of Access:** Request access to the personal data we hold about you.
- **Right to Rectification:** Request correction of any inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of personal data when it is no longer necessary.
- **Right to Restrict Processing:** Request a restriction on processing under certain conditions.
- **Right to Data Portability:** Obtain a copy of your data in a commonly used format.
- **Right to Object:** Object to processing based on our legitimate interests.
- **Right to Withdraw Consent:** Withdraw consent where we rely on it for processing.

To exercise your rights, please contact us using the information provided in Section 1. We aim to respond to all requests within one month and are committed to respecting and upholding your rights under GDPR.

10. Changes to This Policy

We may update this GDPR policy to reflect changes in our practices or regulatory requirements. All changes will be posted on our website, and significant changes will be communicated directly where required.

Contact Us:

For questions or concerns regarding this GDPR policy or your data rights, please contact us at:

Email: office@greatoakstreeservices.co.uk