

# Vosper Garden Services customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## Our contact details

Telephone: +44 7444 731614

Email: [info@vospergardenservices.co.uk](mailto:info@vospergardenservices.co.uk)

## What information we collect, use, and why

We collect or use the following information to provide services and goods:

- Names and contact details
- Technical information such as IP address

## Lawful bases

Our lawful bases for collecting or using personal information are:

- Consent:
  - Users of the website give consent to personal information being sent to Vosper Garden Services by using the Enquiries page to send an enquiry.
  - Users of the website give consent to sending technical information e.g. IP Address (*not* contact details or email addresses) when entering the website via a consent management and Cookie pop-up (see our Consent & Cookies page on the website).
- Legitimate interest:
  - Personal information is collected, transmitted by email and stored so we can respond to enquiries made on the Enquiries Page of our website in order to provide an enquiry service. Some personal technical information is collected e.g. IP Address, type of device used to access the website etc as required to satisfy Google Analytics requirements for statistical analysis and website usage - allowing us to measure and improve your website experience.
  - Cookies are used (a) to enable the website to function (b) to enable the website consent pop-up manager to function (c) to enable Google Analytics to function – these are explained on our Consent & Cookies page on the website.

## Where we get personal information from

We get personal information voluntarily from people directly, by telephone, email or website enquiry page and social media. Personal information is only used for the purpose for which it is given i.e. to enable us to provide a service.

## How long information is kept

Some personal information i.e. contact details is retained indefinitely or until you request deletion by emailing or telephoning a deletion request to us.

An enquiry made via the website is sent to us as an email and also retained in a database to enable us to address any follow-up queries – the database entries are stored indefinitely and used only for the purposes of following up enquiries, maintaining contact and statistical analysis of the enquiry system.

## How information is stored

Personal information submitted via the enquiry page on the website is stored in an encrypted database hosted alongside the website and can be accessed only by the website administrator to enable management of enquiry problems. Emails received by the website or directly from a customer are stored on our secure email server. The database is file-based and useless without the password – not even our hosting provider can access the database file.

## Who we share information with (Data Processors)

Google:

This Data Processor performs the following activities for us: Provides website usage analysis statistics.

Google **does not** collect your name, phone number and email address as submitted by you on the website Enquiries page.

Eukhost:

This Data Processor hosts the website and can for support purposes access website pages and files but cannot open the encrypted database.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent – this also applies to the consent pop-up on entering the website: the popup governs permission you grant to allow Google Analytics to store technical data (see Legitimate interest above).

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

24 May 2025