**The Garden Editor**

**Privacy Policy**

**Contact details:**

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**The type of personal information collected:**

We currently collect the following information:

* Personal identifiers, contacts and characteristics
* Your name
* Your email address
* Your postal address
* Your online name or identifier, if you are contacting the Garden Editor through Facebook or Instagram
* Your phone number
* Photos of your home and garden

**How we get the personal information and why we have it:**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

* For the purpose of enquiring about and booking horticultural editing services
* For the purpose of enquiring about and booking horticultural talks, lectures or media work

We also receive personal information indirectly, from the following sources in the following scenarios:

* Performing Googlemaps and other online data / mapping searches in order to gather topographical and other horticultural data about your garden
* Referrals from third parties such as nurseries or landscapers who think we might be able to provide a service to you

We use the information that you have given us in order to provide you with horticultural services. We use this information to contact you, to visit and work in your garden, to arrange plant deliveries, and to book in manual labour. Occasionally this information is passed on to trusted third parties such as landscapers. Your personal data is only passed on to them with your express consent.

Information may also be shared with third parties such as Virtual Assistants under a Data Processing Agreement. This is for the provision of administrative support services. Details of any Data Processing Agreements are available on request.

We will never share photos of your garden or house online without your express consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are

* **Your consent. You are able to remove your consent at any time. You can do this by contacting** [clairethegardeneditor@gmail.com](mailto:clairethegardeneditor@gmail.com)
* **We have a contractual obligation. If you have contracted our services, it is necessary for us to have access to this personal data in order to carry them out.**

**How we store your personal information:**

Your information is securely stored or on a personal VPN network. This is password and cable protected. It is also stored on a laptop that is password protected and kept in a single room. It is also hosted on sites such as Whatsapp, Gmail, Facebook and Instagram.

We keep personal data on our personal VPN for a period of 6 years. We will then dispose your information by removing it from the VPN and securely deleting it.

**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 information.

**Your right to rectification** - You have the right to ask us to rectify personal information 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 information in certain circumstances.

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

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

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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [clairethegardeneditor@gmail.com](mailto:clairethegardeneditor@gmail.com) if you wish to make a request.

**How to complain:**

If you have any concerns about our use of your personal information, you can make a complaint to us at [clairethegardeneditor@gmail.com](mailto:clairethegardeneditor@gmail.com).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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