



- Quality tree work
- Excellent customer service
- Fully qualified and experienced personnel
- Established in 1982

May 2018

General Data Protection Regulations (GDPR) – Policy and Procedures for Clients

Under GDPR Olivers Tree Services Ltd (OTS) has a duty to protect all personal data. OTS is both a data processor and controller under GDPR. David Oliver is responsible for data protection and is the named data controller.

OTS will only collect and process personal data if we have a valid reason to do so. OTS will need to collect data to perform a service related to the business, enable invoicing and remittances and to contact clients for customer service purposes.

We may collect information from a phone call, email, website, letter, and fax. This will include name, address, contact telephone and any details necessary to fulfil our contract.

We will retain records of correspondence as part of our trading history.

The data stored will only be contact details and project details.

We will not store any financial information such as credit card details.

We will only collect the minimum amount of data to enable us to complete our work.

If a client provides personal data about a third party, they must obtain the consent of that party before passing it to OTS.

The information will only be used for the following purposes:

- To identify and process orders from our clients
- To identify projects
- To provide the client with appropriate services
- To comply with contractual obligations
- To process the contractual obligations
- To provide customer care services
- To administer accounts, process payments and monitor financial transactions.
- To carry out inhouse marketing and statistical analysis
- To notify clients about changes to our services.

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OTS will consider clients who have given us personal information as long-term clients, and we will keep their personal details until they inform us they no longer wish to be a client of OTS.

At this point all their details will be deleted from our electronic system and any unnecessary hard copy information we hold will be destroyed.

OTS will not sell any personal information to a third party.

OTS may need to pass personal information to a third party to enable provision of our services, but this will only be sufficient to enable OTS to provide the service.

An example of this would be where we apply to the Local Authority for planning permission on a client's behalf.

Where we are obliged to share a client's personal details with a third party to comply with a legal obligation then we will do this within the bounds of GDPR.

OTS will respect the rights of any individual who objects to the use of their personal data and will provide access and removal free of charge if required.

OTS will take all reasonable measures to protect data in accordance with the relevant regulations.

In the event of a data breach we will take immediate action and comply with all applicable regulations.

OTS Stores electronic information on firewall and anti-virus protected servers.

The information is also password protected on individual computers. Hard copies of personal information are kept in locked filing cabinets

David Oliver

18th May 2018