

JB Landscape & Property Maintenance Ltd Privacy Policy

JB Landscape & Property Maintenance Ltd (“JBL”) are committed to safeguarding and preserving your privacy. The following Privacy Policy sets out our practises with regards to the personal information we collect from our clients, including what happens to the personal and company data that we hold on you.

By continuing to use, or by appointing our services, you are bound by the following Privacy Policy, so please read it carefully and do not hesitate to contact us if you have any related questions.

Our Data Protection Officer (DPO) is:

Mandy Bartholomew – who can be contacted by emailing: mandy@jblandscape.co.uk

The information we process:

- The company and personal information that we hold and process is always related to our services.
- The information we hold includes:
- Company details: Company name; address; telephone number; email address; registration number; VAT number; bank details and IP address and location.
- Personal details: Title; full names; telephone numbers; email addresses; contact details and order history.
- We store your information if you have expressed an interest in our services or have a legitimate interest in our services.
- We obtain information about third parties but only if it’s in the interest of our services and/or your legitimate interest.
- We hold publicly available information and information that helps us to improve the relevance of our services to you.

The sources of your personal and company information

JBL collects personal and company information from the following general sources:

- From you directly.
- From anyone who refers you to us or whom you refer to us.
- From sources such as publicly available directories and information (telephone; directories; social media; internet and news articles); fraud prevention agencies and credit reference agencies.
- IP addresses and cookies are collected automatically when visiting JBL’s website.

JBL uses your personal and company data for?

- To conduct our services and the internal processes related to those services.
- To improve the operation of our business.
- For management and auditing of our communications with you and our staff.
- To administer and comply with legal and regulatory obligations, requirements and guidance.

- To share information, when needed, with third parties who require your data as part of providing and administering our services or operating our business.
- To any providers of service to our business, such as hauliers and IT providers.

Legal grounds for processing your information

JBL rely on the following legal bases to use your personal data and where it is needed to provide you with our services, such as:

- Your company details including your personal business details.
- Payment information including financial information (bank account, credit card information)
- We may collect information about your communications and any information you choose to provide to us.

Where it is a legitimate interest for us to do so, such as:

- To manage our services and update our records.
- To perform and /or test the performance of our services and internal processes.
- For management and auditing of our business operations, including accounting.
- To carry out monitoring and to keep records of our communications between your staff and our staff.
- Where we need to share your information with people or organisations to run our business or comply with any legal obligations.
- To comply with all our legal obligations.

How secure is my stored information?

JBL takes appropriate measures of security to protect the data stored about you and your company. The information in our possession is kept safe by secure passwords, regular virus scans and firewall protection is in place. However, all publicly accessible websites are susceptible to malicious practices and we can accept no liability if security is breached.

We do not hold information about you which is excessive in respect of the purposes for which it is processed.

How JBL shares your information with other organisations

We may share information with the third parties for the purposes listed above:

- We may share your personal information with those who we use to enable us to provide our services to you and for the purpose of fulfilling those services.
- Governmental and regulatory bodies such as HMRC.
- Other organisations and businesses who provide services to us such as hauliers, IT software and maintenance providers and marketing platforms.

How and when can you withdraw your consent?

We rely upon your consent to process personal data. You can withdraw this consent at any time by contacting us at mandy@jblandscape.co.uk

Is your information transferred outside the UK or the EEA?

JBL are based in the UK and therefore we do not foresee any reason why we should need to transfer any of your data outside of the UK. If for any reason your data does need to be transferred, we will ensure that all safeguards are in place.

What should you do if your personal or company details change?

You can update your details at any time by emailing Mandy Bartholomew: mandy@jblandscape.co.uk with any details you wish to update, and you will receive a confirmation shortly after once the update has taken place.

Do you have to provide us with your personal and/or company information?

We are unable to provide you with our services if you do not provide certain information to us. If you are unable or unwilling to provide us with information we consider necessary or useful for the better performance of the services, we may decline to continue to act for you, but this will constitute a decision by you to terminate your agreement with JBL.

Do we monitor any personal information?

The term monitoring refers to the: listening to; viewing of; intercepting of or taking and keeping records of calls; email; text messages; social media messages; in person meetings and other communications.

We may monitor where permitted by law and we'll do this where the law requires it, or to comply with regulatory rules, to prevent or detect crime, in the interests of protecting the security of our communications systems and procedures and for quality control and staff training. This information may be shared for the purposes described above.

For how long is your personal information retained by JBL?

Unless we explain otherwise to you, we'll hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations.
- For as long as we provide services to you.
- Retention periods in line with legal and regulatory requirements or guidance.

Your rights under data protection laws

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not.

- The right to be informed about the processing of your personal information.

- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.
- The right to object to processing of your personal information.
- The right to restrict processing of your personal information.
- The right to have your personal information erased (the 'right to be forgotten').
- The right to request access to your personal information and to obtain information about how we process it.
- The right to move, copy or transfer your personal information ('data portability').
- Rights in relation to automated decision making which has a legal effect or otherwise significantly affects you.

You have the right to complain to the Information Commissioner's Office which enforces data protection laws. You can also contact us directly.

Your right to object

You have the right to object to certain purposes of processing, particularly data processed for direct marketing purposes and data processed for certain reasons based on our legitimate interests. You can exercise these rights by contacting us via the details at the end of this document.

Contact Us

If you have any questions about our Privacy Policy or if you wish to exercise your rights or contract with JBL, you can contact us at:

Mandy Bartholomew: mandy@jblandscape.co.uk

JB Landscape & Property Maintenance Ltd
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Kent Science Park
Sittingbourne
Kent
ME9 8HL

Telephone: 01795 427060

Signed:



Dated: 1st January 2024