

From 25th May 2018, 2B Landscape Consultancy Ltd will be complying with the EU General Data Protection Regulation, to ensure that personal data supplied to us remains secure and is handled properly.

1 Taking care of your information

- 1.1 This privacy policy sets out how we collect, use and store personal information.
- 1.2 Please read this policy carefully.
- 1.3 By providing us with your personal information, you consent to the collection and use of any information you provide in accordance with this policy. Occasionally, we may make changes to this policy so do remember to check back from time to time.
- 1.4 If you have any questions on this policy, please call 01430 423204 or email us at 2b@2bconsultancy.co.uk

2 Who we are:

- 2.1 2B Landscape Consultancy Ltd is a Registered Practice of Chartered Landscape Architects, based in Yorkshire. We offer professional consultancy in all aspects of Landscape Design, Landscape Assessment and 3D Visualisation, across the UK.

3 How we collect information:

3.1 General:

We collect information as an everyday part of the work we undertake. The majority of our contacts come from mutual involvement in projects. We also have friends and acquaintances that have an interest in our work. They have shared their details either: through our newsletter sign-up process, with our staff on social media (e.g. LinkedIn, Twitter, Google+), or in person at networking events. Staff information is collected as a part of the employment process.

3.2 Our Website:

We may gather information linked to your IP address, such as which pages you visit or how long you spend reading a particular page. This data helps us to improve your online experience, for example by adding new features, or removing elements that make the website difficult to use. We may also use data and insights to help inform the choice of words and images that appear on the site, in order to improve visitors' experience. We use session recording or click tracking software to understand how you interact with our website and social media, for example by clicking your mouse on a particular link. This information is used to inform future changes to design and functionality of our communications. You can find out more in our 'How we use cookies' section below. Depending on the type of device you are using, your apps and settings may supply us with

additional information about the device type, your operating system, and details associated with this.

3.3 Publicly available Information:

We may use information from publicly available sources such as Companies House, published in the media, or on other websites (e.g. your personalised work email address, possibly from your employer's website) to help us understand more about you and to ensure our communications are relevant to you.

4 What information we collect

4.1 General Contacts:

- 4.1.1 Depending on how you interact with us, the information that we collect may include your name, postal address, email address, telephone / mobile number, and bank details (if required to pay you).
- 4.1.2 We may also gather information that is publicly available, as well as behavioural data on digital platforms.
- 4.1.3 We may sometimes use third party suppliers to support us in this work – to understand more about this. please see Section 6: **Who we share your information with.**

4.2 Staff Contacts:

Detailed information is collected to enable 2B to administer its responsibilities as an employer. This includes: date of birth, telephone and mobile numbers, email addresses, National Insurance numbers, P.A.Y.E. details, Tax and N.I. payments, bank details, sickness records, H.R. records, accidents on site, contact details in case of emergency, and training records.

4.3 Photographs

Photographs on our website and social media are generally of our friends and colleagues. We endeavour to obtain either verbal or written consent for their use prior to photographs being taken. There may be occasions where members of the public appear in photographs and we have been unable to obtain consent. If you are in a photograph and would like it removed, please get in touch and we will do so.

5 How we use your information

5.1 General

- 5.1.1 We may use your information where we have a legitimate interest in order to carry out our activities, examples include:
 - To provide you with the services, products or information you have requested, or that we feel would be of interest to you and reasonably expected by you to:

- verify financial transactions
- keep a record of your relationship with us
- analyse and improve our website, services, or information
- process a job application.

5.1.2 So we can let you know the latest news, we may contact you by email, where you have agreed to be contacted. You can change how you hear from us at any time simply by getting in touch with us – please see the section “How to change the way we contact you”, below.

5.2 **Staff**

As a paid member of staff, we use your personal information for HR, PAYE and staff welfare purposes. We only keep your personal information securely for as long as we need to for these purposes.

5.3 **Colleagues**

We use the details that you have provided us with to communicate with you about projects we are working on with you. We may also use these details to send you occasional news and updates that we think you will find relevant and of interest, which you might reasonably expect. We only keep your personal information securely for as long as we need to for these purposes.

5.4 **Friends/Blog Subscribers**

We use the details that you have provided us with to send you occasional news and updates that we think you will find relevant and of interest, which you might reasonably expect. We only keep your personal information securely for as long as we need to for these purposes.

6 Who we share your information with

6.1 *General*

6.1.1 We do not share your information with third parties unless we have received a direct instruction from you.

6.1.2 Where necessary, 2B has contracts in place with suppliers, which require them to comply with UK's law on data protection and to have systems and processes to protect the security of your information.

6.1.3 When necessary, 2B may share your data through social media/data analysis platforms including:

LinkedIn, Twitter, Google, YouTube, Mailchimp, Google Analytics, Extreme Tracker

6.1.4 We promise to always keep your details safe and we will never sell or swap your information with any other organisation.

6.2 *Staff*

2B employees' personal details are shared for the purposes of HR and salary administration with organisations including: HMRC, our Accountant/Book keeper/Pension advisers. Our partners will only act under our instruction and will not use your information for their own purposes.

6.3 *Disclosure of Personal Information*

We may disclose personal information if required to do so by law or if we believe that such action is necessary to protect and defend the rights, property or personal safety of 2B Landscape Consultancy Ltd, our websites or our visitors and for other lawful purposes.

7 How we keep your information safe

7.1 We make sure that appropriate physical, technical and human controls are in place to ensure we take good care of your information.

7.2 Information held by 2B Landscape Consultancy Ltd is stored securely on our off-line, password-protected database, and through secure, password-protected, email clients.

7.3 However, the transmission of information over the internet is never completely secure and as a result, while we strive to protect your personal information, 2B Landscape Consultancy Ltd cannot guarantee the security of any information you transmit to us digitally, and you do so at your own risk. Once we receive your data, we make every effort to try to ensure its security both on our systems and while in transit between our systems and any data handlers who work on our behalf.

7.4 All staff who have access to your personal data understand the importance of keeping your information safe and secure at all times, and are given training to support them in this.

- 7.5 We cannot be responsible for the privacy policies and practices of other websites, even if you access them using links from our website, and recommend that you check the policy of each site you visit.
- 7.6 We ensure that additional controls are in place for financial, sensitive and special categories of information, meeting regulatory and legal requirements for managing these types of information.
- 7.7 Prompt, effective and proportionate action is taken in the event of a breach in full compliance with GDPR. This includes the maintenance of an effective system for logging breaches and ensuring that the Information Commissioner's Office (ICO) and the owner of the data are notified where appropriate.
- 7.8 Any printed details/contracts are kept in a locked drawer in the office, and digital copies on a secure, password protected company PC. PAYE details are maintained on a secure, password protected company PC, accessible only by the Directors.
- 7.9 All data is backed up nightly to a secure (password protected) off-line, off-site server, not accessible to user workstations.

8 How long we keep your information

- 8.1 We will hold personal information on our systems for as long as is necessary for the relevant activity, and to meet any legal or regulatory requirement. This is so that we can provide the services or information that have been requested, to administer your relationship with us, to ensure we do not communicate with you if you have asked us not to, and to comply with the law.
- 8.2 You have the right to object to your data being processed by us and can do so by telephoning 01430 423204 or emailing us at 2b@2bconsultancy.co.uk.
- 8.3 You can request a copy of the personal information that we hold about you. If you would like to do so, please send a description of the information you would like as well as approved proof of identity to 2b@2bconsultancy.co.uk.
- 8.4 You have the right to lodge a complaint about the way we manage your data with the Information Commissioners Office.

9 How to change the way we contact you

- 9.1 We always want you to be happy with the communication you receive from us. If you want to change how you hear from us, simply get in touch.
- 9.2 You can update your details; request the cessation of our email newsletters, or the complete removal of your data from our system.
- 9.3 Please call 01430 423204 or email us at 2b@2bconsultancy.co.uk

10 What if I am under 18?

10.1 If you are under 18, please make sure that you obtain your parent/guardian's permission beforehand whenever you provide personal information via our websites. Users under 18 without this consent are not allowed to provide us with personal information.

11 How we use cookies

11.1 Cookies are small text files that are placed on your device to help us give you a better experience of using our website. Cookies do lots of different things, such as helping us to:

11.1.1 avoid asking you to register or complete details twice

11.1.2 estimate the number of visitors to our site, including the source and patterns relating to this traffic

11.1.3 understand how visitors use our website, and how we can enhance this experience

11.1.4 understand how our social media audience interacts with us, and how we can enhance this experience

11.2 You are able to set your devices to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time, although of course please be aware this means that you will miss out on some personalised services. You should read the information that came with your browser software to see how you can do this.

11.3 You can also find out more about cookies at:

www.allaboutcookies.org

www.youronlinechoices.eu/

12 Changes to this policy

12.1 This information was last updated in May 2018. From time to time, we may make changes to the information on this page so you may wish to check back from time to time. The amended information will apply from the date it is posted on the site and will govern the way in which we collect and use personal information from then on.