

LT Landscapes Limited (“We” “Us” “Our” “LT Landscapes”) is committed to protecting and respecting your privacy.

LT Landscapes Ltd Registration no: 13154162, Registered in England & Wales.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By browsing [www.ltlandscapes.co.uk](http://www.ltlandscapes.co.uk) (“our site “us” “we”) and communicating electronically with us, you acknowledge and agree to this use.

## **PERSONAL INFORMATION WE COLLECT FROM YOU**

When you access our site, we automatically collect information about your device, including where available your IP address, web browser, time zone, operating system and some of the cookies that are installed on your browser. We also collect information about the individual pages you visit, search terms and keywords that referred you to our site and your interactions with our site. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we obtain information about your general website usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the deployment of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. For more information on how to disable cookies, please visit <http://allaboutcookies.org>.

Other cookies on our site include the following:

- Cookie consent check – for our website to remember your choice of opting in to the use of cookies.
- Google Analytics – to track browsing patterns and users actions occurring on the site by collecting your IP address, browser type, internet service provider, referral keywords, exit pages, time zones and date/time stamps. You can opt out of Google Analytics tracking by downloading their Google Analytics Browser Add-on that will automatically prevent websites using Google Analytics from tracking your browsing patterns:

<https://tools.google.com/dlpage/gaoptout>.

- Google Maps – to provide location information to our visitors. No personal information is stored by the cookies deployed by Google Maps.
- WordPress CMS – to allow visitors to log in, register and leave comments on posts and pages. If you do not have an account that allows for participation/commenting on our website, WordPress will not deploy any cookies to your device, including when you use our contact forms.

We also collect and process the following data:

- Information that you provide by filling in forms on our site or by e-mail, telephone, i.e. (landline or mobile) or any other means of communication. This includes your name, email address and contact number and any comments you provide when using our contact form, registering to use our site, subscribing to our service, using our interactive services, posting comments or requesting further services. We may also ask you for information when you enter a competition or promotion sponsored by LT Landscapes and when you report a problem with our site.
- If you contact us, we will keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Community discussions, chats, dispute resolution, feedback, correspondence through our sites and correspondence sent to us.

## **WHERE WE STORE YOUR PERSONAL DATA**

All information you provide to us is stored on secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access or disclosure of your data.

## **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your device.
- To provide you with information or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.

- To identify potential customers.
- To respond to any feedback you send us, if you ask us to.
- To carry out market research and assess the success of our marketing and advertising campaigns.
- To monitor visitor traffic patterns and site use in order to enhance, improve and optimise our website.
- To notify you about changes to our service.
- To resolve disputes, collect fees and troubleshoot problems.
- To provide the services and customer support you request.
- To tell you about our services, targeted marketing, service updates and promotional offers based on your communication preferences.
- To help us screen for potential risk and fraud.

## **DISCLOSURE OF YOUR INFORMATION**

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may disclose your personal information to third parties:-

- In the event that we sell or buy any business or assets, enter into any joint venture or secure further investment in LT Landscapes in which case we may disclose your personal data to the prospective seller or buyer of such business or assets, a joint venture partner or an investor.
- If LT Landscapes or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, to exchange information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

We may also share your personal information with: -

- Service providers under contract who help with our business operations (e.g. customer support, etc).

## **YOUR RIGHTS**

You have the right to ask us:

- Not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.
- To update inaccurate personal data. If any of your details change (e.g. you move or your e-mail address changes) or you believe the information we hold about you is incorrect, we will change this for you.

- For a copy of your personal data. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

If you have any of these requests, please contact us at [liam@ltlandscapes.co.uk](mailto:liam@ltlandscapes.co.uk).

## **LINKS TO OTHER SITES**

Our site may, from time to time, contain links to and from other websites that may be of interest to you. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **CHANGES TO OUR PRIVACY POLICY**

We may update our privacy policy in the future for legal, operational or regulatory reasons, or if there is a change to our practises. Any updates will be posted on this page and, where appropriate, notified to you by e-mail.

## **CONTACT US**

For any questions about our privacy policy, if you would like more information or need to make a complaint, please contact us at [liam@ltlandscapes.co.uk](mailto:liam@ltlandscapes.co.uk) or send your correspondence to the following address:

4 Tressell Way, Thorpe Astley, Leicester, LE3 3RA