Privacy Notice for Clients

astell associates

arboricultural, ecological & landscape consultants

As part of our operational procedures relating to our daily business, we collect and process personal information ('data') relating to private clients ('the data subject'). **Personal data is any information that can be used to identify a living person.** We are committed to being transparent about how we collect and use that personal data and to meeting the General Data Protection Regulation ('GDPR') obligations.

Astell Associates is a trading name of Eastland Foresters Ltd, a limited company registered in Scotland (Registration No 333768) having our registered office at 26 Binghill Crescent, Milltimber, Aberdeen, AB13 OHP
Tel: 01224 734372 and Email: info@eastlandforesters.co.uk.

For the purposes of the Data Protection Act 2018 (the 'DPA') and the GDPR, 'the data controller' is Eastland Foresters Ltd. This means we decide how your personal data is processed and for what purposes.

If you have any questions about data protection matters, please contact one of our Directors at our office at 10 Polston Road, Maryculter, Aberdeen, AB12 5GY.

The information ('data') we collect about you

We may collect a range of information about you as a private client. This may include:

- Your name, address, email address and telephone numbers
- Your bank details.

Personal data will be stored in a range of different places, including on our electronic and paper records of your project, on documents such as drawings, project reports, licensing applications, and on other IT systems (including email and accounts systems).

How we get the information and why we need it

We may collect this information in a variety of ways including:

- From you verbally, by telephone or face to face
- From you in writing, by letter, email, text message or through our website
- From third party sources such as architects or other consultants acting on your behalf
- From planning application websites.

We may need to process your personal data for the purpose of site visits and the preparation of quotes for the services requested. We will also need to process your personal data when entering into a contract with you, for the duration of our providing contracted services to you and thereafter for the contracted period of liability.

We have a legitimate interest in processing personal data, both during the period that your project is active and for keeping records of that project during its contracted period of liability.

Processing your personal data allows us to manage and deliver the contracted services.

What we do with the information

We will use personal data, only as it is necessary, for the following purposes:

- To enable us to provide you with consultancy, information or other services that you have asked us to provide
- To maintain our own accounts and records, both electronic and paper
- To manage our employees and associates in carrying out the contracted service
- To inform third parties, such as contractors or other consultants whom we may employ to carry out part of the service
- To make application on your behalf to licensing authorities (for example, NatureSot) and local authority planning and other departments.

How we store your information

Your information is securely stored electronically on our IT system, on staff mobile phones only where required for operational reasons, and in filing systems in our secure office.

It is our intention, wherever possible, to use and store your personal data in the UK and to avoid transferring it outside of the European Economic Area (EEA).

We will only keep your personal data for as long as we need to in order to fulfil the purposes for which it was collected, for as long as we are required to keep it by law or regulatory requirements (for example, for accounting purposes), and as set out in this privacy notice during our contracted period of liability.

In general, we will retain data for a maximum of 7 years after our last contact with the client (the data subject). We may retain some data longer than 7 years to ensure the availability of relevant information about returning clients.

When we no longer require your data, we will delete it from our computer systems and dispose of paper records securely.

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 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 information in certain circumstances.*
Your right to object to processing:	*You have the right to object to the processing of your personal data in certain circumstances.*
Your right to data portability:	*You have the right to ask that we transfer the 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 our office at Eastland Foresters Ltd, 10 Polston Road, Maryculter, Aberdeen, AB12 5GY, if you wish to make a request.

How to make a complaint

If you have any complaint about how we have used your data, please contact us by email or letter.

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address is:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Helpline number: 0303 123 1113