Data Protection & Privacy Policy

GDPR

This policy is in compliance with EU General Data Protection Regulations (GDPR) and relevant United Kingdom law.

Who We Are:

Trading Address:
TLC (Oban) Ltd., TLC Landscaping, Glenshellach Business Park, Oban, Argyll PA34 4RY

Data Controller:
Ruaraidh Neish, TLC Landscaping, Glenshellach Business Park, Oban, Argyll PA34 4RY

Any reference to “we”, “us” or “our” in this policy shall mean TLC.
Throughout this policy “you” means the customer.
Under the General Data Protection Regulation 2018, we constitute the ‘data controller and processor’ in relation to the personal information that we collect about you. As data controller we have certain legal responsibilities surrounding how we collect, use and share your personal information. We must inform you about this, and it is important for you to be aware of the rights afforded to you.

At TLC, we are committed to maintaining the trust and confidence of our visitors to our web site. In particular, we want you to know that TLC are not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we’ve provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Types of Data we Collect:

Use of Cookies:

This website www.tlclandscapers.co.uk does not use ‘cookies’.

Google Analytics:

When someone visits the TLC website: www.tlclandscapers.co.uk or www.tlcoban.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. Google’s Privacy Policy - https://policies.google.com/privacy?hl=en-GB&gl=uk

Mailing Lists

At the moment TLC does not use mailing lists. If this changes we will update our policy.

Enquiry Form

If you use our online Enquiry Form then you agree to our transmission, storage and use of the information you supply. This information is used solely by us to contact you in response to your enquiry.
Your information is processed by, but not stored on, our server.
We undertake not use your contact information for future marketing, unless you have given us permission to do so; nor will we pass your information to any third party.
Your information is only retained by us if you become a customer of TLC.

Information We Collect

Information you provide to us:

a) Personal information that you provide to us includes your contact details: your name, email address, phone number and postal address.

b) Your correspondence - if you contact us, we may keep a record of that correspondence.

How Long We Keep Your Information

We will not keep your personal information for longer than necessary for our business purposes or for legal requirements.
For example:
When you expressed an interest in our Landscaping Centre, to provide you with information about our landscaping.

If you become a customer of TLC we will keep your information for 5 years for tax purposes, to deal with queries, complaints or legal claims you may have, unless you have requested that we stop holding or sending you information sooner.

Children

Our website is not targeted at children but in any event personal information will not knowingly be collected from children under fourteen years without parental consent.

Your Rights in Relation to your Personal Information

If you have any questions in relation to our use of your personal information, you should first contact us. You have the right to request a copy of the information which we hold about you. This is called a Data Subject Access Request and is in reference to the following:

- Provide you with further details as to how we use your personal information.
- Provide you with a copy of personal information we have collected about you.
- Update any inaccuracies in the personal information we hold.
- Delete any personal information that we no longer have lawful grounds to use.
- Object to our use of your personal information if our use of your personal information is causing you undue harm. In such cases we must cease using your personal information for that purpose.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. We will acknowledge and respond to your request within one month of receiving your request.

Contact Us

If you have any questions, or you would like to find out more about this privacy notice you can contact us through written documentation, call or email. Please see as follows:

Data Controller
TLC Landscaping
Glenshellach Business Park,
Oban, Argyll PA34 4RY

Telephone: 01631 566 655
Email: tlc@tlclandscapers.co.uk

Third Party Links

Our site may contain links to third party websites. If you follow a link to any of these websites, please note that these websites have their own terms and privacy policies and that we do not accept any responsibility or liability for them.

Changes to our Privacy Policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated on 18th June 2024.