

MVC Gardens - Privacy Policy

from 3rd January 2025

MVC Gardens take your privacy very seriously and will only use the personal information you supply to provide a quote and/or invoice for the services you have requested.

Should we ask you to provide certain information by which you can be identified, you can rest assured that it will only be used in accordance with this privacy statement to provide you with a quote and/or invoice you for services undertaken.

What Data Do We Collect?

When you request a quote and/or book services, either via telephone, email, mobile or social media messaging, or the 'contact us' form on our website, we will collect the following information. This is in order to contact you and/or visit you to provide you with a quote and/or services and subsequently invoice you for payment for those services. Details provided will be entered onto the secure servers of Tradify, which is our job management software provider.

1. Your full name, and company name, if a business or organisation.
2. Your billing address and address for services to be provided at, if different.
3. Your email address & telephone number(s).

We do not collect or store any payment details. If you pay by credit/debit card, you directly input your payment details onto the servers of Stripe, our secure payment service provider.

What We Do With Your Data

The information we collect is used as follows:

1. Your name and address details are used to visit you to provide a quote and/or services and invoice you for payment for the services.
2. Your email address will be used to send you a quote which you can choose to accept or decline, and an invoice after services have been provided so that payment can be made.
3. Your telephone number will only be used if we need to contact you about your quote, booking or invoice.

If we provide you with a quote which you choose not to accept, any details we hold for you will be permanently deleted. If you accept a quote, your details will be retained to be able to provide services and subsequently send an invoice after those services have been provided. We will keep your details for a short period after payment to satisfy legal, financial and regulatory requirements and then they will be removed, unless you purchase regular services and then this will apply after the last time services are purchased.

Who We Share Your Data With

No-one! Other than entering your contact information onto the secure servers of Tradify, which is our job management software provider, we will never share your personal information with anyone else.

Controlling Your Data

Once you have contacted us and provided personal data:

If we provide you with a quote which you choose not to accept, any details we hold for you will be permanently deleted. If you accept a quote, your details will be retained to be able to provide services and subsequently send an invoice after those services have been provided. We will keep your details for a short period after payment to satisfy legal, financial and regulatory requirements and then they will be removed, unless you purchase regular services and then this will apply after the last time services are purchased.

You may request details of personal information which we hold about you under the Data Protection Act 1998 which from 28/5/2018 changes to the General Data Protection Regulations. If you would like a copy of the information held on you, please email mvcgardens@gmail.com. All reasonable requests for information will be provided free of charge and within one month of us receiving your request.

Should you not wish for any information to be kept after services are provided, or if you believe that any information we are holding on you is incorrect or incomplete, please contact us as soon as possible. We will promptly correct or remove any information found to be incorrect.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical and electronic procedures to safeguard and secure the information we collect.

Cookie Policy

When you visit a website, a small file called a 'cookie' asks permission to be placed on your computer's hard drive. Your computer stores it in a file located inside your web browser. If you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We only use strictly necessary cookies on our website. Strictly necessary cookies are required for a website's basic functions. These cookies save information required for the website to function properly, for example page navigation. Strictly necessary cookies do not collect any personal information.

Overall, cookies help us provide you with a better experience. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. When you visit our site you will be notified that cookies are in use. By continuing to use our website, you are allowing the use of cookies. You do have the choice to disable cookies if preferred, the process for which is outlined below. Disabling these may prevent you from taking full advantage of our website.

Links to Other Websites

Our website may contain links to other websites of interest. Should you choose to click on these links and leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

How Do I Disable Cookies?

If you want to disable cookies for our site and others you need to change your website browser settings to reject cookies, but how you can do this will depend on the browser you use. This may also result in some functionality on our site not working optimally.

Steps on how to disable cookies for the most used browsers are given below:

For Google Chrome:

- Choose Settings> Advanced
- Under "Privacy and security," click "Content settings".
- Click "Cookies"

For Safari:

- Choose Preferences > Privacy
- Click on "Remove all Website Data"

For Microsoft Internet Explorer:

- Choose the menu "tools" then "Internet Options"
- Click on the "privacy" tab
- Select the setting the appropriate setting