



Four Tree Design Ltd [FTD] Privacy Policy

Privacy Notice: How We Use Your Data

Four Tree Design Ltd (“I”, “the Practice”) is the Data Controller of your personal information. We are committed to protecting your privacy in accordance with the UK GDPR and the Data (Use and Access) Act 2025.

1. What Data We Collect & Why

I only collect information necessary to design and deliver your landscape project, including:

- *Identity & Contact Data:* Your name, site address, and email for project communication and billing.
- *Site Data:* Photos of your property and details of underground services/boundaries for design accuracy.
- *Lawful Basis:* Most processing is conducted under Contractual Necessity (to fulfill our agreement) or Legitimate Interest (to ensure site safety and design quality).

2. Sharing Your Information

We do not sell your data. We only share relevant details with third parties when essential for your project, such as:

- *Contractors & Engineers:* To provide quotes or technical specifications for your build.
- *Planning Authorities:* If you have instructed me to submit applications on your behalf.
- *Software Providers:* Secure cloud storage (e.g., OneDrive/Dropbox) and accounting tools (e.g., Sage).

3. How Long We Keep Your Data

In line with our Professional Indemnity Insurance (PII) and HMRC requirements, we retain project files (including your contact details and designs) for 7 years after the project is completed. After this time, digital files are deleted and physical records are securely destroyed.

4. Your Rights (2026 Updated)

You have the right to access, correct, or delete your data. Under the latest UK legislation:

- *Right to Complain:* You have a new right to complain directly to me if you are unhappy with how your data is handled. I will acknowledge your complaint within 30 days and provide a full response without undue delay.
- *Subject Access Requests:* You may request a copy of your data. I will conduct a reasonable and proportionate search to provide this to you.
- *The Information Commission:* If we cannot resolve your concern, you have the right to escalate your complaint to the Information Commissioner’s Office (ICO).

5. Contact Us

For any data-related queries or to exercise your rights, please contact: Administration at info@fourtreedesign.com