

Policy for Website – Sienna Earth

Sienna Earth is committed to protecting and respecting your privacy.

For the purposes of GDPR Sienna Earth is a data controller in respect of information collected on our site www.siennaearth.co.uk

This policy together with any other documents referred to in it, 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.

Any questions or comments should be addressed to Gina Coote g.coote@siennaearth.co.uk

Information we may collect from you

We may collect and process the following data about you:

Information you give us

- Information about yourself including your name, title, postal and/or email address, billing and or delivery address, telephone numbers
- Information that you provide when you visit our site, make an enquiry on our site or request our services
- If you email or contact us, we may keep a record of the correspondence or keep your message, email address and contact information to respond to your request

Information we collect about you

When you visit our site, we may automatically collect the following information:

- Technical information including the Internet Protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- Information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time), products or services you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs) and methods used to browse away from the page.

We do not collect any sensitive personal data about you e.g. details about your race, ethnicity, religious or philosophical beliefs or any other categories of sensitive personal data.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

Cookies

Our site uses cookies. When first processing our site a pop up may have appeared requesting your consent to enable us to use 'cookies'.

A cookie is a small file of letters and numbers that we put on your computer if you agree. These cookies allow us to distinguish you from other users of our site, which helps us to provide you with a good experience when you browse our site and also allows us to improve our site.

We use various cookies on our site for tracking purposes. The cookies allow us to understand general traffic to our site for example number of visitors and length of time on our site. This process does collect data, but in an anonymous form to help us make improvements, develop the site and enhance the user experience.

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination outside of the European Economic Area (EEA). It may also be processed by staff operating outside of the EEA who work for us or one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of our services to you or the processing of your payment details. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

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. 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.

Uses made of the information

We use the information we hold about you in the following ways:

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data to provide you with goods or services.

- Performance of a Contract - this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.
- Legitimate Interest - this means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting Georgina Coote at g.coote@siennaearth.co.uk
- Comply with a legal or regulatory obligation - this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.
- To ensure that content from our site is presented in the most effective manner for you and your computer

Disclosure of your information

We may disclose your information to our subsidiaries. We may also disclose your personal information to;

- Business Partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you
- Analytics and search engine providers that assist us in the improvement and optimisation of our site
- If we are under a legal duty to disclose or share your personal data in order to comply with any legal obligation, enforce our site terms of use, or terms of business and other agreements, or to protect the rights, property or safety of Sienna Earth, our customers and others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- External Third Parties Service
 - Professional advisers (acting as Processors) including lawyers, bankers, auditors and insurers based in the United Kingdom who provide Consultancy, Banking, Legal, Insurance and Accounting Services.
 - HM Revenue & Customs, regulators and other authorities (acting as Processors or Joint Controllers) based in the United Kingdom who require reporting of processing activities in certain circumstances.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. The longest time we will normally hold personal data is for six years. In certain circumstances this may be for a longer period – for example when we carry out construction or contract services for you and retention of the data would enable us to answer long term questions about the works we carry out for you.

Linking to third party websites

Our site, may from time to time, contain links to third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and notices and that we do not accept any responsibility or liability for these policies even if you access them from our site. Please check these policies before you submit any personal data to these websites.

g.coote@siennaearth.co.uk

Your legal rights

You have the following rights with respect to your personal data:

- The right to ask for a copy of the personal data which we hold about you (right of access);
- The right to ask us to update any out of date or incorrect personal data that we hold about you (right of rectification)
- The right to ask us to delete any personal data where we no longer have any legal reason to retain it (right of erasure or to be forgotten);
- The right to opt out of any marketing communications from us and to object to us using and holding your personal data if we have no legitimate reason to do so (right to object)
- The right to ask us to provide you with your personal data which we hold (see below) (right to data portability)
- The right to ask us to 'restrict processing of data' which means that we would need to secure and retain the data for your benefit but not otherwise use it (right to restrict processing)

Access to Information

You may access the information we hold about you. You do not have to pay a fee to access your personal data and we will aim to respond within one month. Please contact Gina Coote at g.coote@siennaearth.co.uk

Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page and may place notices on other prominent pages on this site. Your continued use of this site will signify that you agree to any such changes.