



WEBSITE PRIVACY POLICY

NE1 Landscaping & Groundworks

Website	ne1landscapinggroundworks.co.uk
Contact	info@ne1landscapinggroundworks.co.uk
Last updated	19 August 2026

Complete before publishing: This draft contains highlighted fields for website technologies. Replace them with accurate information and check the cookie settings against the live website.



Privacy Policy

Last updated: 19 August 2026

NE1 Landscaping & Groundworks respects your privacy and is committed to protecting your personal information. This privacy policy explains what information we collect, why we use it, how long we keep it and the rights available to you under UK data-protection law.

This policy applies when you visit ne1landscapinggroundworks.co.uk, contact us for a quotation, become a customer, supply services to us or otherwise communicate with NE1 Landscaping & Groundworks.

1. Who We Are

NE1 Landscaping & Groundworks is the data controller responsible for the personal information described in this policy.

Trading as	NE1 Landscaping & Groundworks
Email	info@ne1landscapinggroundworks.co.uk

If you have a question, want to exercise your data-protection rights or wish to make a complaint, contact us using the details above.

2. Personal Information We Collect

Depending on how you interact with us, we may collect:

- Your name, address, email address and telephone number.
- The address and details of the property where work is proposed or completed.
- Information about your landscaping, groundworks or construction project.
- Measurements, plans, photographs, access information and site conditions.
- Quotations, contracts, invoices, payment records and transaction information.
- Emails, messages, telephone notes and other correspondence.
- Reviews, testimonials and project photographs where permission has been provided.
- Marketing preferences and records of consent or objections.
- Website information such as your IP address, browser, device, approximate location, referral source and pages visited.
- Information about suppliers, subcontractors and other professional contacts.

We do not normally request special-category information, such as information about your health, ethnicity, religion or political opinions. Please avoid providing this information unless it is genuinely necessary for us to safely provide a service.

3. How We Collect Your Information

We may collect personal information:

- Directly from you through our website, email, telephone, social media, meetings or site visits.
- When you request a quotation or enter into a contract with us.
- From someone acting on your behalf, such as a landlord, builder, property manager or family member.
- From suppliers, subcontractors, professional advisers or referral partners.



- Automatically through cookies, server logs and similar website technologies.
- From publicly accessible sources where appropriate and lawful.

4. How and Why We Use Your Information

Purpose	Information	Lawful basis
Responding to enquiries and preparing quotations	Contact, property and project information	Steps before contract; legitimate interests
Providing landscaping, fencing, groundworks and construction services	Contact, property, project, access and contractual information	Contract; legitimate interests for business contacts
Arranging site visits and communicating about work	Contact, address and project information	Contract; steps before contract; legitimate interests
Managing invoices, payments and financial records	Identity, contact and transaction information	Contract; legal obligation
Coordinating suppliers and subcontractors	Contact, site and project information	Contract; legitimate interests
Managing complaints, disputes and legal claims	Contact, correspondence, project and transaction records	Legal obligation; legitimate interests
Maintaining and protecting our website	IP address, device and security logs	Legitimate interests; applicable electronic-communications rules
Measuring website use through non-essential analytics	Online identifiers and usage information	Consent, unless a documented legal exception applies
Sending marketing communications	Contact details and marketing preferences	Consent or legitimate interests where legally permitted
Publishing testimonials or identifiable project material	Name, review, photographs or video	Consent
Meeting tax, accounting, insurance and regulatory obligations	Customer, supplier, contract and payment records	Legal obligation

Where we rely on legitimate interests, those interests may include responding to business enquiries, managing our operations, protecting our property and systems, improving our services and establishing or defending legal claims. We consider whether our interests are proportionate and whether your rights override them.

You can ask us for more information about a particular lawful basis by contacting us.

5. Marketing Communications

We may contact you about relevant NE1 Landscaping & Groundworks services where you have consented or where data-protection and electronic-marketing law otherwise permits us to do so.

You can unsubscribe at any time by:

- Using the unsubscribe option included in a marketing message.
- Emailing info@ne1landscapinggroundworks.co.uk.
- Asking us directly to stop.

We may keep a limited suppression record after you unsubscribe so that we can respect your request and avoid contacting you again. We will not sell your personal information to other businesses for marketing.



6. Cookies and Website Technologies

Our website may use cookies and similar technologies to operate correctly, remember preferences, protect the website and understand how visitors use it.

Strictly necessary technologies may be used without consent where a legal exception applies. Non-essential analytics, advertising or tracking technologies will not be activated unless you provide valid consent or we have established and documented that a specific legal exception applies.

You must be able to accept or reject non-essential technologies and change your preferences later. More information should be provided through our Cookie Policy and cookie-preference controls.

Website services currently used: [List analytics, website hosting, embedded maps, videos, forms, reCAPTCHA, advertising pixels and other tracking services]

7. Who We Share Personal Information With

Where necessary, we may share relevant information with:

- Website-hosting, email, IT and cloud-storage providers.
- Accountants, bookkeepers, insurers, solicitors and other professional advisers.
- Payment, invoicing and banking providers.
- Suppliers, subcontractors and other trades involved in completing your project.
- Waste-management, delivery, plant-hire and material suppliers where required.
- Local authorities, regulators, emergency services or law-enforcement bodies where legally required.
- A prospective buyer or successor if the business is sold or reorganised.

We only share information that is reasonably necessary for the relevant purpose. Service providers processing information on our behalf must handle it securely and in accordance with our instructions and applicable law.

8. International Data Transfers

Some website, email, analytics or cloud-service providers may process information outside the United Kingdom.

Where personal information is transferred internationally, we will ensure that an appropriate legal safeguard is used. This may include UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to approved contractual clauses or another lawful transfer mechanism.

Relevant international providers and safeguards: [Insert details after checking your website, email, analytics and cloud providers]

You may contact us to request further information about the safeguards used.

9. How Long We Keep Personal Information

We only retain personal information for as long as it is reasonably required for the purpose for which it was collected, including contractual, insurance, tax and legal requirements.

Our normal retention periods are:

Record	Normal retention period
Enquiries that do not become projects	Up to 12 months after the last meaningful contact



Record	Normal retention period
Quotations, contracts and completed project records	Normally six years after completion or the last transaction
Invoices and accounting records	For the period required by applicable tax and accounting law
Supplier and subcontractor records	For the relationship and any required legal retention period
Marketing information	Until consent is withdrawn, you object or the information is no longer required
Project photographs and testimonials	Until consent is withdrawn or they are no longer reasonably required
Website analytics information	[Insert the retention period configured within your analytics service]
Data-protection requests and complaints	As long as needed to demonstrate compliance and manage possible legal claims

Information may be retained for longer where required by law, an insurer, an ongoing dispute or a legal claim. When information is no longer required, we will securely delete or anonymise it.

10. Security

We take reasonable organisational and technical measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

These measures may include access controls, secure passwords, software updates, reputable service providers, backups and restricting personal information to people who need it for legitimate business purposes.

Although we take appropriate precautions, no internet transmission or storage system can be guaranteed to be completely secure.

11. Your Data-Protection Rights

Depending on the circumstances and lawful basis used, you may have the right to:

- Be informed about how your personal information is used.
- Request access to the personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Ask us to delete personal information in certain circumstances.
- Ask us to restrict how information is used.
- Receive certain information in a portable format.
- Withdraw consent at any time where processing relies on consent.
- Object to particular uses of your personal information.
- Ask for human review of certain significant automated decisions.

These rights are subject to legal conditions and exemptions. We may need to verify your identity before responding. We will normally respond to a valid rights request within one calendar month.

There is normally no charge for exercising your rights, although the law permits a reasonable fee or refusal in limited circumstances.



Your Right to Object

You have the right to object at any time to the use of your personal information for direct marketing.

You may also object where we rely on legitimate interests. If you object, we will stop processing your information unless we can demonstrate compelling legitimate grounds that override your rights or the information is required for legal claims.

To exercise a right, email info@ne1landscapinggroundworks.co.uk.

12. Data-Protection Complaints

If you are concerned about how we have handled your personal information, please email info@ne1landscapinggroundworks.co.uk with the subject line Data Protection Complaint.

We will:

- Provide a clear way for you to make a complaint.
- Acknowledge your complaint within 30 days.
- Investigate it without undue delay.
- Keep you reasonably informed about its progress.
- Explain the outcome without undue delay.

You also have the right to complain to the Information Commissioner's Office. You do not have to wait for our investigation to finish before contacting the ICO.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: ico.org.uk/make-a-complaint

13. Providing Information to Us

You are not normally required by law to provide personal information to us. However, we need certain contact, property, access and project information to prepare an accurate quotation, enter into a contract and provide our services.

If the necessary information is not provided, we may be unable to respond fully, issue a quotation or complete the requested work.

14. Automated Decision-Making

We do not currently use personal information to make decisions based solely on automated processing that produce legal or similarly significant effects.

If this changes, we will update this policy and provide the information required by law.



15. Children's Information

Our website and services are not directed at children, and we do not knowingly collect personal information directly from children through the website.

If you believe that a child has provided personal information to us, please contact us so that we can review and, where appropriate, delete it.

16. Third-Party Websites

Our website may contain links to websites operated by other organisations. We are not responsible for their content, security or privacy practices. You should review the privacy information provided by the relevant third party before submitting personal information.

17. Changes to This Privacy Policy

We may update this privacy policy when our services, website technologies or legal obligations change. The latest version will be published on this page with a revised last updated date.

Where a change materially affects how we use personal information, we will take reasonable steps to bring it to the attention of affected individuals.

Document note

This privacy policy is designed as a practical UK template for NE1 Landscaping & Groundworks and reflects ICO guidance available on 19 August 2026. It must accurately describe the business's real data handling, service providers, retention practices and cookie configuration before publication.