

Highland Ecology & Development Ltd

Privacy Policy v1



This Privacy Policy explains how Highland Ecology & Development Limited (“HED Ltd”, “we”, “us” or “our”) uses, shares and protects the personally identifiable information that we collect about you (“Personal Information”) and the choices you have.

By using our services you are accepting and consenting to the practices described in this privacy policy. By sharing your personal information with us, you confirm that you have read and understood the terms of this privacy policy. We take responsibility for the personal information we collect about you, and we aim to be transparent about how we handle it, and give you control over it.

Information we collect:

We collect a variety of information about our clients, we use this information to deliver services, communicate with you about live or previous jobs, update our records and generally maintain your accounts with us.

The types of information we gather are:

- your name, professional title, email address and telephone number(s)
- your company’s name, your position in the company; the company’s address, company’s email address and telephone number
- information required to provide you with a service, and details of our services that you have used.

We collect this information when you use our services or contact us about our services. This may include information which you provide when you contact us using the www.hedltd.com website or directly in writing, email or by phone.

Communication:

As a user of our services, we may need to send you support communications by e-mail such as delivery schedules and invoices/statements, job queries. As long as you are happy for us to do so, we would also like to keep you up to date with other things that are happening at HED Ltd which we think you might like to know about.

Occasionally we will use your details to keep in touch by post. We use the information we have about you to get the mail there. You can tell us at any time that you do not wish to receive postal communications from us.

Use of Information:

We use the information that we collect about you for the following purposes:

- to operate our business, including the provision to you of information, services that you request and other transactional or administrative updates
- to administer your account
- inform you about services that we offer and that are similar to those you have already used or enquired about
- to notify you about changes to our services, the website or our Terms & Conditions and this Privacy Policy.

Data Sharing with Third Parties:

We will never sell your personal information to anyone and only share it as outlined in this privacy policy or when you ask us to.

Third parties who provide services on our behalf:

We share your personal information with approved third parties who provide services on our behalf. They only have access to the data they need to perform those services. They are required to keep this data confidential and may not use it other than as we ask them to and always in accordance with this privacy policy.

The third parties who provide services on our behalf fall into the following categories:

- Those helping us to deliver products to you such as post or couriers
- Third parties that help us to provide services such as subcontractors.

Law Enforcement:

We may disclose personal information in circumstances as required by law. We also reserve the right to disclose your personal information when we believe such disclosure is appropriate to cooperate with an investigation of activities claimed to be unlawful, to enforce our code of conduct, or to protect the rights or property of HED Ltd or others.

Information storage and retention:

We will take reasonable steps to ensure that there are appropriate safeguards to protect your information. We will only retain our clients’ personal information for as long as it is needed to carry out a purpose or meet a particular obligation. We take into account our legal, regulatory and professional obligations before removing information from our system.

Highland Ecology & Development Ltd

www.hedltd.com

Registered in Scotland No. 389989 at Henrietta Park, Balblair, IV7 8LJ

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Changes to this Privacy Policy:

HED Ltd may revise this privacy policy from time to time by posting a revised policy on our website and changing the version number in the title of the policy. If we make significant changes to the policy, we will let you know either on our website and/or contact you by email (I bet you can't wait!).

Updating and access to your Personal Information:

If you wish to change your name, e-mail address, and/or communication preferences, you can contact us at any time using the details below. If you are a resident of the European Union, you also have the right to request access to and correction of personal information that we hold about you. This right of access and correction can be exercised in accordance with the Data Protection Act 1998.

Contact Details

If you need to contact us here at HED Ltd, regarding this privacy policy or just for a chat, you can:

- email us at admin@hedltd.com
- call us on 01381 610313
- write to us at: Highland Ecology & Development Ltd, Henrietta Park, Balblair, Ross-Shire, IV7 8LJ

If you do not wish to receive communications via email or post from us, or stop us contacting you altogether, then just let us know on or admin@hedltd.com.

If, after speaking to us, you are not satisfied with our response, you can contact the Information Commissioner's Office (<https://ico.org.uk>) who is responsible for handling complaints about the use of personal information.