

## Privacy Policy

This Privacy Policy provides full details about how Enviro Mulch (UK) A brand subsidiary of Brett Valley Maintenance Services Ltd (BVMS) and its associated brand products Enviro Textile; Enviro Husk; Enviro Coir –STSI & GPGM collects and uses personal data.

Our Website Terms and Conditions can be found as a navigational button along the top of each of our pages for your further referral. As a company, we are committed to responsible data management to comply with the Data Protection Act 1988 in respect of any personal data that may be captured by our Website. Our Privacy Policy only applies to our Website and not to those Websites of other companies, individuals or organisations to which we may choose to provide links.

Collecting Data from you and letting you know how and what we do with it:

We may ask you to enter some personal details such as your name, home address, e-mail address and/or telephone number, at certain points, as you browse and use our Website. We collect and process this personal data that you provide us with to:

- Match your needs with our similar products and services
- Process requests or orders you make when disclosing those details
- Identify personal preferences

We will collect information about your tastes and preferences both when you tell us what these are or by analysis of traffic and location data (see IP addresses below) for our value added services.

We also use personal data that we collect, including any cookies (see below), to personalise your visits to our Website and to recommend goods or services that may be of further interest to you. We may also use your information to help us develop the design and layout of our Website to ensure that our Website is as user friendly and informative as possible.

## Consent

Through your use of our Website you are providing us with your personal details and, in turn, you will therefore be consenting to us collecting, processing and using your personal data in the manner described by us on our Website.

You can withdraw your consent at any time by sending an e-mail to us at [royg@enviromulchuk.co.uk](mailto:royg@enviromulchuk.co.uk)

Should we elect to change/amend our Privacy Policy, we will notify you of those changes here, in order that you are always kept informed of how we collect and use the data.

Your details may be used by ourselves or our agents/representatives acting on our behalf, to provide you with information by post, fax, telephone, e-mail or other appropriate forms of communication, about our products and services, or such third parties' products and services, or to obtain your opinions through market research. If you do not wish to be contacted, or if you only wish to be contacted via a defined means of communication or about defined products and services, please send us an e-mail addressed to: [royg@enviromulchuk.co.uk](mailto:royg@enviromulchuk.co.uk)

We will not pass on your details to third parties without first obtaining your consent.

You will be given the opportunity, in any subsequent communications, to withdraw or alter your consent to be contacted.

## Disclosure of data to third parties

We and our authorized agents/representatives acting on our behalf, may provide aggregate statistics or anonymised data about users of our Website, traffic patterns and other site information to selected third parties, but these statistics will not include any information that could personally identify you.

We and other agents/representatives acting on our behalf, reserve the right to access and disclose personal data to comply with applicable laws and lawful government requests in order to operate its systems properly or to protect itself or its users.

## Customer Feedback/Complaints or Alteration of Personal Data

We welcome your questions and comments about privacy issues and the design of our Website. Should you no longer wish us to contact you with marketing information about our products and services, or have comments or a complaint about how we are using your personal data, please send an e-mail to us at: [royg@enviromulchuk.co.uk](mailto:royg@enviromulchuk.co.uk)

If you wish to tell us of changes to your personal details or to correct details we may hold about you, please send an e-mail to us at: [royg@enviromulchuk.co.uk](mailto:royg@enviromulchuk.co.uk) If you have any other queries relating to Data Protection, please contact us via e-mail at: [royg@enviromulchuk.co.uk](mailto:royg@enviromulchuk.co.uk)

## Record Retention Policy

Personal data is retained in a secure location. During this time, we will give you the opportunity to correct or alter your personal data in any subsequent communications we may have with you. If you would like to notify us, independently, of any alteration or correction of your personal data, please e-mail us at: [royg@enviromulchuk.co.uk](mailto:royg@enviromulchuk.co.uk)

## How do we protect your information

We have access to up to date technology and strict security procedures for the collection, processing, storing, using and disclosing of personal data in order to prevent unauthorised access or misuse. This also means that we may ask for proof of identity before we disclose your personal data to you.

## Cookies

A Cookie is a piece of information that is deposited by our computer server when you visit our Website, which is stored on your computer's hard drive by your web browser.

On revisiting our Website, our computer server will recognize the Cookie giving us information about your last visit. Most browsers accept Cookies automatically, but you can alter the settings of your browser to prevent automatic acceptance or to accept only certain data being processed. You can find out more information about Cookies by visiting the website: [www.allaboutcookies.org](http://www.allaboutcookies.org), which explains how Cookies work and can be managed. If you choose not to accept Cookies at all, you may still use most of the features of our Website, but our computer server will not necessarily recognize you, and your experience will not be personalised, so you may need to re-enter certain details again.

## IP addresses

Every time you connect to our Website we store web server logs which show your IP Address (the unique number which your machine uses when it is connected to the internet); what you have looked at; whether the page request was successful or not, and which browser you used to view the pages.

The use of this data is strictly for statistical purposes only. This helps us understand which areas of the site are of particular interest and which pages are being requested. It also tells us how many hits and page requests we receive.

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