

Privacy Policy for UTOS Group

Effective Date: 30th September 2024

Company Name: UTOS Group

Website: www.utosgroup.com

Business Address: 64 Dawson Avenue, Orpington BR5 3AZ

Contact Email: info@utosgroup.com

At UTOS Group, we take your privacy seriously. This privacy policy outlines how we collect, use, and protect your personal information in compliance with the General Data Protection Regulation (GDPR).

1. Information We Collect

We collect personal information that you provide to us when you:

- Use our website
- Enquire about our services
- Make a purchase or enter into a contract for our landscaping services
- Contact us via email, phone, or through our contact forms

Personal Information May Include:

- Full name
 - Email address
 - Phone number
 - Postal address
 - Payment details
 - IP address
 - Any other information provided directly by you
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2. How We Use Your Information

We use the information we collect for the following purposes:

- **Service Delivery:** To fulfil orders, manage contracts, and deliver landscaping services.

- **Communication:** To respond to your enquiries, provide quotes, and inform you about service updates.
 - **Marketing:** With your consent, we may send promotional offers, updates, and newsletters about UTOS Group services.
 - **Improvement:** To analyse website usage and improve our online presence and service offerings.
 - **Legal Compliance:** To comply with any legal obligations and ensure proper financial and tax records.
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3. Lawful Basis for Processing

Under GDPR, the lawful bases we rely on for processing your personal data include:

- **Consent:** You have given clear consent for us to process your personal data for a specific purpose.
 - **Contractual Obligations:** Processing is necessary for a contract you have with us, or because you have asked us to take specific steps before entering into a contract.
 - **Legal Obligations:** Processing is necessary to comply with the law (e.g. maintaining tax records).
 - **Legitimate Interests:** Processing is necessary for our legitimate interests in running our business, improving our services, and providing you with the best customer service.
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4. Data Sharing and Third Parties

We do not sell or rent your personal data to third parties. However, we may share your information with:

- **Service Providers:** Third-party service providers (e.g. web hosting, payment processors) who assist us in running our business, provided they have agreed to safeguard your data.
 - **Legal Obligations:** Authorities or legal bodies where we are required to do so under law.
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5. Data Retention

We retain your personal data only for as long as necessary for the purposes outlined in this policy. Once the data is no longer required, it will be securely deleted.

- **Customer Data:** Retained for the duration of our contract and for 7 years thereafter to comply with tax laws.
 - **Marketing Data:** Retained until you opt-out of marketing communications.
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6. Your Data Protection Rights

Under GDPR, you have the following rights regarding your personal data:

- **Right to Access:** You have the right to request copies of your personal data.
- **Right to Rectification:** You have the right to request correction of inaccurate or incomplete information.
- **Right to Erasure:** You have the right to request deletion of your personal data under certain conditions.
- **Right to Restriction of Processing:** You have the right to request the restriction of processing of your personal data under certain conditions.
- **Right to Object:** You have the right to object to the processing of your data in certain situations.
- **Right to Data Portability:** You have the right to request the transfer of your data to another organisation or directly to you.

To exercise these rights, please contact us at info@utosgroup.com.

7. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance user experience, analyse website traffic, and understand browsing behaviour. You may choose to disable cookies via your browser settings, though some features of our website may not function properly as a result.

For more detailed information, refer to our **Cookie Policy**.

8. Data Security

We take the security of your data seriously. We employ appropriate technical and organisational measures to protect your personal information against unauthorised access, alteration, disclosure, or destruction.

These measures include:

- Encryption of sensitive data
 - Secure servers and firewall protection
 - Regular security assessments and updates
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9. International Data Transfers

UTOS Group operates primarily in the UK. If we transfer your data outside the European Economic Area (EEA), we will ensure it receives a similar level of protection through the implementation of appropriate safeguards, such as standard contractual clauses approved by the European Commission.

10. Changes to This Privacy Policy

We may update this privacy policy from time to time to reflect changes in our services or legal obligations. When we make changes, we will update the "Effective Date" and notify you where appropriate. We encourage you to review this policy regularly to stay informed about how we are protecting your personal data.

11. Contact Us

If you have any questions, concerns, or requests regarding this privacy policy or your personal data, please contact us at:

UTOS Group
64 Dawson Avenue, Orpington BR5 3AZ
Email: info@utosgroup.com

By using our website and services, you consent to the terms outlined in this privacy policy.