



TIM MOYA ASSOCIATES

**Tim Moya Associates**

**Privacy & Data Protection Policy**

## Introduction

Our nature of business at Tim Moya Associates requires that we operate as a Data Controller and Data Processor of the personal information we maintain and process relating to you. We are committed to protecting the privacy of your information in accordance with the principles set out in the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR). This privacy policy explains how we use the personal information we collect about you when you use our services or get in contact with us. We encourage you to read this policy thoroughly and let us know should you have any questions or concerns in respect of our privacy practices.

## What information we collect and how?

When you contact Tim Moya Associates with an enquiry for one of our services, we may receive and store information about you as the following:

- Your name, email address, address and/or postal code and telephone number. We collect this information in a number of ways, including when you provide it via telephone/email, when you interact with our Customer Services, face to face discussions, questionnaires or postal correspondence and via our website.

## How we use your information?

We use information we collect to facilitate or administer our service delivery in accordance with our contractual obligations to you.

For example, we use information to:

- Process your information, your orders and your payments and to communicate with you on the projects we're involved in with you
- Arranging quotations, site visits, organizing work and invoicing
- Carry out TPO applications and correspondence with local authorities on your behalf
- Reply to questions, complaints or queries
- Seek your views or comments on the services we provide
- Pay any invoices we receive from you as

## Who we share it with?

Tim Moya Associates will not share any personal information you provide with any Third Parties unless consent is given by the data subject

## How long we keep it and your rights?

After three years of inactivity on your account we will cease to process your information in anyway. You can request access to your personal information or correct, update inaccurate or out-of-date personal information we hold about you. Please note that if you would like your information deleted you can submit a request to us at any point via [info@tma-consultants.co.uk](mailto:info@tma-consultants.co.uk) or by phone or post. If you wish to raise a complaint on how we handled your personal data, you can contact us, and we will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a manner that is not in accordance with the law, you can complain to the Information Commissioner's Office (ICO)

## How and where we process it?

The personal data that we collect from you and process in relation to our services is processed by our staff in the UK.

We do not undertake any automated decision making on the basis of your personal information and third parties do not have access to your personal data unless the law allows them to do so.

## What we do to protect it?

We take the security of your information very seriously. To oversee the effective and secure processing of your personal information and to safeguard against its loss, theft, and unauthorized access, use and modification, we operate comprehensive data protection and information security policies and procedures which are strictly adhered to by all staff.

## Updates to this policy

We may need to update this policy from time to time. Whenever we make changes to this policy we will endeavor to contact and notify you of this. If we do not hold email details for you, please look out for notices on our website and materials which indicate we have changed this policy. If you continue to share information with us or use our website after we've changed our policy, we'll take it as you accept the changes.

## Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## Contacting us

If you need to contact us to discuss any aspect of this data privacy policy or our use of your personal information for example, please contact us by email at [info@tma-consultants.co.uk](mailto:info@tma-consultants.co.uk)

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The Barn, Feltimores Park, Chalk Lane, Harlow, Essex CM17 0PF

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Tim Moya Associates is a trading name of Tim Moya Tree Services Ltd. Company Reg No. 3028475