



Beechdown  
Tree Consultancy

## Beechdown Tree Consultancy Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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### Contact details

Post

Club Cottage, Top Road, Slindon, ARUNDEL, West Sussex, BN18 0RP, GB

Telephone

01243 814740

Email

jonathan.rodwell@beechdown.com

### What information we collect, use, and why

We collect or use the following personal information for the **operation of client or customer accounts**:

- Names and contact details
- Addresses
- Purchase or service history

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for the **operation of client or customer accounts** are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - To record customer details for quotations, invoices and accounting purposes.

## Where we get personal information from

- Directly from you
- Publicly available sources

## How long we keep information

- **Client & individual records** - we maintain a 2-factor authentication database of client interventions that record contact details & project information for our services. These records are kept indefinitely to maintain ongoing support and information for statistical analysis.
- **Financial records** – retained by accountants for seven years in line with HMRC guidelines to ensure compliance with UK tax legislation.

## Who we share information with

Data processors

**Accountants**

This data processor does the following activities for us: They prepare our company accounts, VAT returns & payroll

### **Xero**

This data processor does the following activities for us: They maintain a 2-factor authentication database of customer & supplier details

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

1<sup>st</sup> October 2025