Arbor Division Ltd

Privacy Policy – Website

POLICY OVERVIEW

Arbor Division Ltd respects your privacy and is committed to protecting your personal data. This privacy policy sets out how Arbor Division Ltd uses and protects any information you give when you use this website and how you can update and delete your information.

This Privacy Policy provides information on the collection, use and disclosure of your information that we collect when you use our website www.arbordivision.co.uk (the "Service"). By accessing or using the Service, you are consenting to the collection, use and disclosure of your information in accordance with this Privacy Policy. If you do not consent to the same, please do not access or use the Service.

We may modify this Privacy Policy at any time without any prior notice to you and will post the revised Privacy Policy on the Service. The revised Policy will be effective 180 days from when the revised Policy is posted in the Service and your continued access or use of the Service after such time will constitute your acceptance of the revised Privacy Policy. We therefore recommend that you periodically review this page.

HOW WE COLLECT INFORMATION

We collect and receive information from you in the following manner:

- When you fill a Contact form or otherwise submit your personal information.

INFORMATION WE COLLECT

We will collect and process the following personal information about you when you provide it to us through a contact form on the Service:

- Name
- Email
- Mobile number
- Address
- Details you provide so we can answer your query and/or to fulfil our contract with you.

HOW WE USE YOUR INFORMATION

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

- To contact you. Arbor Division Ltd will contact you by email, phone, SMS, or another form of electronic communication in response to your query submitted to us via the contact form on the Service.
- For the performance of a contract. Your Personal Data will assist with the development, undertaking, and compliance of a purchase contract for products or services you have requested through our Service.
- To manage customer orders. Your email address, phone number, social media profiles, and other user account information may be used in order to manage orders placed through our Service to comply with and process our contractual obligations.
- To enable invoicing and remittances.
- Testimonials and customer feedback collection. If you share a testimonial or review about your experience using our Service, it will be shared or otherwise used on the website.
- Providing and maintaining our Service, as well as monitoring the usage of our Service.
- To update you with news, general information, special offers, new services, and events.
- To notify you about changes to our services.
- For targeted advertising.

If we want to use your information for any other purpose, we will ask you for consent and will use only for the purpose(s) for which consent has been granted, unless we are required to do otherwise by law.

HOW WE SHARE YOUR INFORMATION

We will not transfer your personal information to any third party without seeking your consent, except in limited circumstances as described below:

- Ad service
- Analytics

We require such third party's to use the personal information we transfer to them only for the purpose for which it was transferred and not to retain it for longer than is required for fulfilling the said purpose. We may also disclose your personal information for the following: (1) to comply with applicable law, regulation, court order or other legal process; (2) to enforce your agreements with us, including this Privacy Policy; or (3) to respond to claims that your use of the Service violates any third-party rights. If the Service or our company is merged or acquired with another company, your information will be one of the assets that is transferred to the new owner.

RETENTION OF YOUR INFORMATION

We will retain your personal information with us for 90 days to 2 years after user accounts remain idle or for as long as we need it to fulfil the purposes for which it was collected as detailed in this Privacy Policy. We may need to retain certain information for longer periods such as record-keeping / reporting in accordance with applicable law or for other legitimate reasons like enforcement of legal rights, fraud prevention, etc. Residual anonymous information and aggregate information, neither of which identifies you (directly or indirectly), may be stored indefinitely.

YOUR RIGHTS

Depending on the law that applies, you may have a right to access and rectify or erase your personal data or receive a copy of your personal data, restrict or object to the active processing of your data, ask us to share (port) your personal information to another entity, withdraw any consent you provided to us to process your data, a right to lodge a complaint with a statutory authority and such other rights as may be relevant under applicable laws.

To exercise these rights, you can write to us at customerservice@arbordivision.co.uk. We will respond to your request in accordance with applicable law.

Do note that if you do not allow us to collect or process the required personal information or withdraw the consent to process the same for the required purposes, you may not be able to access or use the services for which your information was sought.

COOKIES

To learn more about how we use these and your choices in relation to these tracking technologies, please refer to our **Cookie Policy.**

SECURITY

The security of your information is important to us and we use reasonable security measures to prevent the loss, misuse or unauthorized alteration of the information you have given us. However, given the inherent risks, we cannot guarantee absolute security and consequently, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk.

THIRD PARTY LINKS & USE OF YOUR INFORMATION

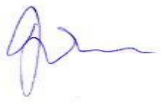
We may need to pass personal information to a third party to enable provision of our services, for example making an application to the Local Authority for planning permission on your behalf.

Our Service may contain links to other websites that are not operated by us. This Privacy Policy does not address the privacy policy and other practices of any third parties, including any third party operating any website or service that may be accessible via a link on the Service. We strongly advise you to review the privacy policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

GRIEVANCE / DATA PROTECTION OFFICER

If you have any queries or concerns about the processing of your information that is available with us, you may email our Grievance Officer at customercare@arbordivision.co.uk or write to us at:
Arbor Division Ltd, Stotfold Farm, Seaham, County Durham SR7 0NE.

We will address your concerns in accordance with applicable law.

Date of Review	01/07/2025
Date of Next Review	01/07/2026
Signed	
Position	Managing Director