

PRIVACY NOTICE

Swift Ecology Ltd



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INTRODUCTION

Swift Ecology Ltd offers ecology services to private individuals and businesses across the UK.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed.

Swift Ecology Ltd is committed to protecting and respecting your privacy and rights. As such, we observe UK data protection legislation. This Privacy Notice sets out the different ways in which we collect, manage, process, store and share information about you. It also provides information about how you can control the use of your data.

Swift Ecology Ltd is the data controller for personal data regarding any end product/service users, distributors, subscribers, those who have made an enquiry, or had any point of contact with Swift Ecology Ltd.

DATA COLLECTION & PROCESSING

We seek to protect the availability, confidentiality and integrity of all our data. As such, we make data protection a crucial consideration of all new and existing IT systems. Where any concerns, risks or issues are identified, we conduct impact assessments to determine any actions that are necessary to ensure the required privacy levels are maintained.

Our website collects data regarding visitors to monitor and improve site performance but otherwise, we collect personal data only when it is relevant to carrying out our contract with you or where legally required.

WHY DO WE NEED THIS?

As a necessary part of our business, we collect and manage client and non-client data. We do this so that we can:

- Administer our relationship with you and provide services
- Respond to enquiries
- Facilitate business development including sending legal updates
- Process employment applications
- Send requested information to you about our services
- Ensure the billing of any services and obtain payment
- Process and respond to any complaints
- Meet the legal and other regulatory obligations imposed on us
- Audit usage of our website.

Swift Ecology Ltd may collect personal information when:

- you use our website
- you contact us or
- you are a recipient of our services.

WHAT TYPE OF INFORMATION WE HAVE

We may collect the following types of information:

- your name, address, email address, telephone number(s) and other contact details
- information required to provide you with a service or details of our services
- your company's name, your position in the company; the company's address, company's email address and telephone number
- financial information such as credit or debit card details and bank account details where relevant and necessary to carry out transactions.

We do not collect any special category data.

HOW WE GET THE INFORMATION

We collect personal information:

- directly from our customers: e.g. when a customer signs up to receive our services or registers on our website
- from publicly available sources: social media (such as LinkedIn), internet services (such as Companies House, company websites, directories, planning portals etc).
- from involved third parties in connection with business operations

HOW DO WE USE THE INFORMATION

We may use your personal information for the following:

- To improve website content using page hits
- To enable us to provide services and information to you
- When necessary, to send your details to a third party in order to enable direct delivery of equipment or services
- In line with our contract terms and with licensing requirements, we share biodiversity data/biological records (e.g. protected species) with third parties including local (biodiversity) records centres and other appropriate organisations.

LAWFUL BASES

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are that we have

- a contractual obligation.
- a legal obligation or
- a legitimate interest.

PHOTOGRAPHY

In order to carry out surveys and reports, we use photographic records. Where photographs include personal data (e.g. car registration numbers) we will blur or black out the detail.

ACCURACY

We like to keep your information up to date. If you believe that we have made an error, then please contact us as we have outlined below and we will use reasonable endeavours to correct.

DATA STORAGE

We operate a secure cloud-based infrastructure. The information that we collect, process or store and our email communications are handled by GDPR compliant cloud service providers. Where storage may occur outside the EU, these are regulated under international "Privacy Shield" arrangements.

Paper documents relating to active contracts are stored in a locked filing cabinet. Archived documents are held securely and disposed of as appropriate.

Your data may be temporarily held on secured mobile devices for the purposes of communicating while in transit.

HOW LONG DO WE RETAIN YOUR INFORMATION FOR?

Our business involves issuing reports. For this reason, we keep job data indefinitely and this will occasionally include some personal data. You are of course entitled to ask us to delete or correct your personal data in line with your rights as outlined below.

Website data is kept for 3 months.

Personal data provided to us by email (e.g. bank details in order to enable payment) is deleted as soon as it has been used for the intended purpose.

SUB-CONTRACTORS

Swift Ecology Ltd will occasionally use sub-contractors. Sub-Contractors are bound by this privacy policy.

WEB SITE

ONLINE PAYMENTS

If you use the payment form on our website, we may save the details that you have shared with us on our internal systems. This is so that should you contact us again, we would be able to refer to any previous enquiries that you may have made. It will also enable us to contact you should we not have sufficient information to answer an enquiry fully or to complete a transaction.

Online payments are handled by Paypal direct and we are unable to access details of bank accounts or cards.

WEB VISITORS

On our website we use StatCounter to track our visitors. This creates a cookie to report information to us.

We use this data to measure how many people are actively using our site, the website content that they are looking at and then apply this data to improve our website and its overall user experience.

We cannot use this data to identify you as an individual but we are able to measure individual statistics such as:

- Location (City)
- Visited pages and visit time
- Website interactions
- Browser type
- Operating System (OS)
- IP Address
- Referring site details (which site you came from that led you to our site)

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the above details if you wish to make a request.

Further information regarding your rights can be found on the [Information Commissioner's website](#)

HOW TO COMPLAIN

If you have any questions or concerns about the data that Swift Ecology Ltd holds about you, please contact lisa.kerslake@swiftecology.co.uk. If you are not satisfied by our response you also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues. <https://ico.org.uk/make-a-complaint/>

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113