



Privacy Policy: Vicky Lincoln Garden Design

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Vicky Lincoln Ltd is a company registered in England and Wales. Company number: 14740516. VAT registration number: 510682514.

1. Who We Are

Vicky Lincoln Ltd is a garden and landscape design company registered in England and Wales Company No. 14740516

Our registered address is: Lingmell, Kew Lane, Southampton, Hampshire, SO31 8DG.

For any data protection queries, contact:
info@vickylincolngardendesign.com
07796 177797

2. What Personal Data We Collect

We collect personal data when you:

- Contact us via our website, email, or phone
- Request a quote or design consultation
- Become a client

This may include:

- Name
- Email address
- Phone number
- Property address (for project work)
- Details about your garden/project
- Billing information (for invoicing)
- Notes, photographs, and plans relating to your garden (where relevant to the project)

3. How We Use Your Data

We use your data to:

- Respond to enquiries and provide quotes
- Carry out garden and landscape design services
- Communicate with you about your project
- Maintain project records, including notes, photographs, and plans
- Issue invoices and maintain financial records
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We do **not** send marketing emails or share your data for marketing purposes.

4. Legal Basis for Processing

We process your data under:

- **Contract** – to provide agreed services
- **Legitimate interests** – to respond to enquiries and manage our business
- **Legal obligation** – for accounting and tax records

5. How We Store Your Data

Your data is stored securely using:

- Email systems
- Accounting software
- Password-protected devices

We take reasonable steps to protect your data from unauthorised access or loss.

6. How Long We Keep Your Data

- Enquiry data: up to 12-18 months
- Client/project and invoice data: up to 6 years (for tax and legal requirements)

7. Sharing Your Data

We do not sell your data.

We may share your data with:

- Accountants or bookkeeping services
- IT or website providers (if necessary)
- Legal or regulatory authorities if required

All third parties are required to keep your data secure.

8. Website & Cookies

Our website may use basic cookies to ensure it functions properly.

We may use basic website analytics to understand how visitors use our site.

9. Your Rights

Under UK data protection law, including the UK GDPR and Data Protection Act 2018, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Object to or restrict processing

To exercise your rights, contact us at info@vickylincolngardendesign.com

You also have the right to complain to the Information Commissioner's Office:

<https://www.ico.org.uk>

10. Changes to This Policy

We may update this policy occasionally. The latest version will always be available on our website.