

ASK LANDSCAPING

Privacy Policy

Last updated: January 2026

This Privacy Policy sets out how **Ask Landscaping** ("us", "we", or "our") collects, uses, and stores any personal information that you give us, whether through this website, over the phone, by email, in person, or otherwise.

By using the Site, you agree to the collection and use of information in accordance with this policy.

Information Collection & Use

We may collect, use and store different kinds of personal data about you as follows:

- Identity Data including first name and last name.
- Contact Data including telephone number, email address and billing address.
- Financial Data including bank account and payment card details.
- Technical Data including internet protocol (IP) address, browser type and versions, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.

We do not collect any special categories of personal data about you (such as details about your race or ethnicity or religious or philosophical beliefs) nor do we collect any information about criminal convictions and offences.

How Your Personal Data Is Collected

We use different methods to collect data from and about you including through:

- Direct Interactions. You may give us your Identity Data, Contact Data or Financial Data by filling in forms or by corresponding with us by post, phone, email, or otherwise. This includes personal data you provide when you give us feedback or contact us.
- Automated technologies or interactions. As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our cookie policy below for further details.

What We Do With The Information We Gather

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests.
- Where we need to comply with a legal obligation.

Purposes For Which We Use Your Personal Data

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- To perform the contract for our products/services with you
- To manage payments, fees and charges and collect and recover money owed to us
- To manage our relationship with you
- To administer and protect our business and this website
- To use data analytics such as Google Analytics to improve our website, products/services, marketing, customer relationships and experience
- To make suggestions and recommendations to you about goods or services that may be of interest to you

How Your Personal Information Is Stored

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We hold personal data in a variety of forms, which may include paper records, electronically on cloud based systems, electronically on local servers and/or on company hardware. We will hold the data for as long as we continue to have a legitimate interest to do so.

Personal data of customers, representatives of subcontractors and suppliers will be retained for a period of up to 13 years to reflect the 12 year contractual liability period and a further 1 year buffer.

These timescales will be kept under review from time to time.

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Cookies

Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive.

Like many sites, we use cookies to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Please see our cookie policy below0 for further details.

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 that 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.

Your Legal Rights

You 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 (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.

Under the GDPR, you have a number of rights that you can exercise in certain circumstances. Where those circumstances are established, you may have the right to:

- Ask for access to your personal information and other supplementary information
- Ask for correction of mistakes in your data or to supplement information we hold on you
- Ask for your personal information to be erased
- Receive a copy of the personal information you have provided or have this information sent to a third party
- Object at any time to processing of your personal information for direct marketing
- Object to the continued processing of your personal information
- Restrict our processing of your personal information.

If you want to exercise any of these rights, or for any further enquiries, please contact justask@asklandscaping.co.uk

If you want more information about your rights under the GDPR please see the Guidance from the Information Commissioners Office on Individual's rights under the GDPR.

Changes To This Privacy Policy

This Privacy Policy is effective as of January 2026 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time, and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

Contact Us

If you have any questions about this Privacy Policy, please contact us at justask@asklandscaping.co.uk

ASK Landscaping

Cookie Policy

Our cookie policy explains how cookies and other tracking devices are used on our website at asklandscaping.co.uk.

For the purpose of this policy, references to “cookies” refers to cookies and other types of technologies which are used to help us recognise you as a user of our website.

About Cookies and How We Use Them

Cookies are small data files which are placed on your computer or other device when you visit our website. The cookies are then used to gather information about your use of a site or in some cases, to allow you to be recognised as an existing user when returning to our website.

Cookies are commonly used to help websites work more efficiently and to provide information to website owners.

They help our website to work in the way that you would expect so that we can provide you with a good experience when you use our website. They also help us to improve our site and make our promotional activity more efficient.

In general terms, cookies can be categorised into the following broad categories:

- Strictly necessary cookies: cookies required for the operation of the website.
- Analytical/performance cookies: these are cookies which allow a website operator to recognise and count the number of visitors and to see how visitors move around a website. They help improve the way websites work, for example, by ensuring that users easily find what they are looking for.
- Functionality cookies: these allow a returning user and his/her preferences to be recognised. This means that the website can then present personalised content.
- Targeting cookies: these types of cookies record visits to a website, the pages visited and the links followed. These cookies are used to tailor content.

Please note that where we provide links to other websites, such as the links we provide to our social media pages, those third party websites may also use cookies and you should familiarise yourself with the cookies information that they provide on their own websites. We are not responsible for any cookies used on third party websites to which we may provide links.

Session Cookies and Permanent Cookies

Some of the devices which are used on the Ask Landscaping website are used for the current session only i.e. to recognise returning users. This means that the cookie will expire when your session finishes. Others are permanent cookies which will be stored on your computer and will be used to recognise you as a user, the next time you visit the site.

Cookie Setting and More Information

Broadly, you can block cookies by activating the setting on your browser which allows you to refuse the setting of cookies. Be aware however that if you use browser settings to block cookies, you may not be able to access all or some parts of the site and our site may not work as intended. This is especially the case for our website because we use a minimal number of cookies and these are aimed at making our website function properly in the way that you would expect.

You can find out more about how to manage and delete cookies by visiting www.allaboutcookies.org.

You can also find out about disabling cookies on the following sites for different browsers:

Consent To Use of Cookies from Our Website

English law requires all websites to request permission when using cookie technology. If your browser is set to accept cookies and other similar technologies and if you continue to use our website then we will understand this to mean that you consent to the use of cookies or other similar technologies. However, if you wish to remove or stop use of cookies from our site then you should either stop using the site or adjust the settings of your browser as explained above, to reject or disable cookies.