

Privacy and Cookies Policy

Last updated: 22 July 2026

1. Who we are

This website and the services described on it are operated by Abode Garden Services.

Abode Garden Services is the trading name of: Abode Garden Services

Business address:

North Ln, Rustington, Littlehampton BN16 3PL

Email: info@abodegardenservices.co.uk

Mobile: 07702 824689

Telephone: 01903 770140

Website: abodegardenservices.co.uk

For the purposes of UK data-protection law, the person or organisation named above is the controller of the personal information described in this policy.

References in this policy to “Abode Garden Services”, “we”, “us” and “our” mean the business identified above.

2. About this policy

This policy explains how we collect, use, store and share personal information when you:

- visit our website;
- contact us by telephone, email, website form, text message or social media;
- request a quotation or site visit;
- engage us to provide services;
- supply goods or services to us;
- apply to work with us; or
- otherwise communicate or do business with us.

This policy also explains how our website uses cookies and similar technologies.

We process personal information in accordance with applicable UK data-protection and electronic-communications law, including the UK GDPR, the Data Protection Act 2018 and the Privacy and Electronic Communications Regulations.

3. Information we may collect

Depending on how you interact with us, we may collect the following information.

Contact information

This may include:

- your name;
- your home, property or business address;
- your email address;
- your telephone number;
- your business or organisation name; and
- your preferred method of communication.

Enquiry and quotation information

This may include:

- the services you are interested in;
- the location and type of property;
- information about the garden or area where work is required;
- access arrangements;
- preferred dates and times;
- photographs or videos you provide;
- measurements, plans or specifications;
- estimates and quotations;
- messages and correspondence; and
- information provided by another person acting on your behalf.

Customer and service records

This may include:

- the services agreed;
- work schedules;
- site-visit notes;
- instructions and preferences;
- information about previous work;
- access, parking and security arrangements;

- details of materials and products used;
- photographs taken before, during or after work;
- completion records;
- customer feedback;
- complaints and guarantee claims; and
- records of communications with you.

Payment and accounting information

This may include:

- quotation and invoice details;
- billing addresses;
- amounts charged and paid;
- outstanding balances;
- payment dates;
- bank-payment references; and
- information needed for bookkeeping, tax and accounting.

We do not normally collect or store full debit-card or credit-card details.

Website and technical information

This may include:

- your IP address;
- browser and device information;
- operating system;
- approximate geographical location;
- pages visited;
- dates and times of visits;
- referral source;
- interactions with the website;
- cookie choices; and
- security and diagnostic information.

Supplier and commercial-contact information

This may include:

- names and job titles;
- business contact details;
- goods or services supplied;
- invoices and payment information;
- insurance information;
- licences or qualifications; and
- correspondence relating to the business relationship.

Special-category information

We do not normally need sensitive information such as health information.

You may occasionally tell us about a health condition, disability, allergy or similar matter where it is relevant to property access, communication or safe delivery of the service.

We will only use this information where necessary and where we have a lawful basis and any additional legal condition required for its use.

Please do not provide sensitive information unless it is genuinely relevant.

4. How we collect information

We may collect information:

- directly from you;
- through our website;
- by telephone, email, text message or social media;
- during a quotation or site visit;
- while carrying out work;
- through cookies, server logs and similar technologies;
- from a property owner, landlord, tenant, managing agent, family member or other authorised representative;
- from suppliers and subcontractors;
- from professional advisers; or

- from publicly available sources such as business directories.

Where someone gives us information about another person, they should have authority to do so and should make that person aware of this policy where appropriate.

5. Why we use personal information

We may use personal information to:

- respond to enquiries;
- arrange site visits;
- prepare and issue quotations;
- assess the services and materials required;
- enter into and manage contracts;
- schedule and provide services;
- communicate about appointments, delays or changes;
- obtain and deliver materials;
- engage suitable subcontractors;
- manage access to properties;
- issue invoices and collect payments;
- maintain tax, accounting and business records;
- provide customer service;
- investigate complaints and guarantee claims;
- maintain evidence of work performed;
- improve our services;
- protect our customers, workers, property and business;
- prevent fraud and misuse;
- recover unpaid amounts;
- establish, exercise or defend legal claims;
- comply with legal and regulatory obligations;
- secure, maintain and improve our website;
- understand how visitors use our website;

- respond to data-protection requests and complaints; and
- send marketing communications where legally permitted.

6. Our lawful bases

We will only process personal information where we have a lawful basis.

Contract

We may use your information where it is necessary to:

- provide a quotation;
- take steps you have requested before entering into a contract;
- provide an agreed service;
- manage the contract;
- communicate about the work; or
- take payment.

Legal obligation

We may use information where necessary to comply with legal obligations, including:

- tax and accounting requirements;
- data-protection requirements;
- health and safety requirements;
- waste-management requirements;
- court orders; and
- lawful requests from public authorities.

Legitimate interests

We may use information where this is necessary for our legitimate business interests and those interests are not overridden by your rights.

These interests may include:

- managing enquiries and customer relationships;
- planning and improving services;
- maintaining appropriate records;
- securing our systems;

- preventing fraud;
- recovering debts;
- handling complaints;
- protecting legal rights; and
- carrying out limited business-to-business or existing-customer marketing where permitted.

Consent

We may rely on consent for activities such as:

- using non-essential cookies;
- sending certain electronic marketing;
- publishing an identifiable testimonial;
- using identifiable photographs for promotional purposes; or
- processing optional information for a specific purpose.

You may withdraw your consent at any time. Withdrawal will not affect processing that occurred before consent was withdrawn.

Legal claims and substantial public interest

Where necessary, we may process information to establish, exercise or defend legal claims or where another condition permitted by law applies.

7. Information needed to provide services

You are not normally legally required to provide personal information to us.

However, we may be unable to prepare a quotation, arrange access, provide services or take payment without necessary information such as your contact details, property address and service requirements.

8. Photographs and videos

We may take photographs or videos where reasonably necessary to:

- prepare a quotation;
- record the condition of a site;
- plan the work;
- record progress;

- demonstrate completion;
- investigate damage or complaints;
- support a guarantee claim; or
- protect the parties if a dispute arises.

We will seek permission before using identifiable photographs or videos of you or your property in advertising, social media, our gallery or other promotional materials.

Permission for promotional use may be withdrawn for future use by contacting us. Withdrawal may not always enable us to retrieve material that has already been lawfully printed, distributed or shared by others.

Where possible, we will avoid displaying house numbers, vehicle registrations, people or other identifying details in promotional images.

9. Marketing

We may send relevant marketing communications where you have consented or where the law otherwise permits us to do so.

We may contact existing customers about similar services, provided that:

- we obtained their contact details during a sale or genuine sales discussion;
- the marketing relates to similar services;
- an opt-out was provided when the details were collected; and
- every subsequent message includes a simple opt-out.

We will obtain consent where required.

You can stop receiving marketing at any time by:

- following an unsubscribe instruction;
- replying and asking us to stop; or
- emailing info@abodegardenservices.co.uk.

We may keep a limited suppression record after you opt out so that we do not contact you again accidentally.

Opting out of marketing will not prevent us from sending communications relating to an active quotation, appointment, contract, invoice or complaint.

10. Cookies and similar technologies

What cookies are

Cookies are small data files stored on or accessed from your computer, telephone, tablet or other device when you visit a website.

Similar technologies may include local storage, pixels, tags, scripts and device identifiers.

How we use cookies

Our website may use cookies and similar technologies to:

- operate essential website functions;
- protect the website and its forms;
- remember your privacy choices;
- understand website use and performance;
- diagnose technical problems;
- provide embedded maps, videos or social-media features; and
- support advertising or measurement where enabled.

Cookie categories

Strictly necessary cookies

These cookies are needed for the website to function, maintain security, remember your cookie choices or provide a service you have requested.

Where the law permits, these cookies may be used without consent. You can still block them using your browser, but parts of the website may not work correctly.

Preference or functionality cookies

These cookies remember choices such as display or accessibility preferences.

We will request consent where required.

Analytics cookies

These cookies help us understand matters such as:

- how many people visit the website;
- which pages are viewed;
- how visitors reached the website;
- how visitors navigate the website; and
- whether errors occur.

We will request consent before using analytics cookies unless an applicable legal exemption permits their use and all conditions for that exemption have been met.

Advertising and marketing cookies

These cookies may be used to measure advertising, build an understanding of visitor interests or show relevant advertising on other websites.

We will not set advertising or marketing cookies without the consent required by law.

Third-party cookies

Some website features may be supplied by third parties, including:

- map providers;
- video-hosting services;
- social-media platforms;
- website analytics providers;
- security providers; and
- form or booking services.

Those providers may place or read cookies when their features are activated. Their processing may also be governed by their own privacy policies.

Cookie consent

When you first visit the website, our cookie tool should allow you to:

- accept non-essential cookies;
- reject non-essential cookies;
- select individual cookie categories; and
- access further information.

Non-essential cookies should remain disabled unless and until you provide the required consent.

Consent must be given through a clear positive action. Continuing to browse the website does not by itself amount to consent.

Changing your preferences

You can review or change your cookie choices at any time by selecting:

[Insert “Cookie Settings” link or button supplied by the cookie plugin]

You can also remove or block cookies through your browser settings. Doing this may affect the operation of the website.

Cookie declaration

The following declaration is generated from the cookies and similar technologies detected on this website and forms part of this policy:

[Insert the cookie plugin's declaration, shortcode or automatically generated cookie table here]

The declaration should identify, where available:

- the cookie or technology name;
- the provider;
- its purpose;
- its category;
- its expiry or duration; and
- whether it is set by Abode Garden Services or a third party.

We will periodically rescan the website and update the declaration when cookies or website services change.

11. Who we share information with

Where necessary, we may share personal information with:

- website-hosting and maintenance providers;
- email, telephone and communications providers;
- cloud-storage and business-software providers;
- cookie-consent and analytics providers;
- banks and payment providers;
- accountants, bookkeepers and tax advisers;
- suppliers of plants, products, equipment or materials;
- contractors and subcontractors;
- waste carriers and skip providers;
- insurers and insurance advisers;
- legal and professional advisers;

- debt-recovery providers;
- fraud-prevention and security providers;
- HM Revenue & Customs;
- courts, regulators, police or other public authorities;
- a purchaser or potential purchaser of the business; and
- other parties where you have asked us to share information.

We only share information where there is a lawful reason and will limit it to what is reasonably necessary.

We do not sell personal information.

12. Contractors and subcontractors

We may provide a contractor or subcontractor with information needed to perform the agreed services, such as:

- the property address;
- relevant contact details;
- the scope of work;
- dates and times;
- access information; and
- relevant safety information.

Some contractors may act as independent controllers where they decide independently how to use information. Where this applies, they are responsible for their own data-protection obligations.

13. International transfers

Some website, email, cloud, analytics, social-media or other service providers may process information outside the United Kingdom.

Where personal information is transferred internationally, we will use an appropriate legal safeguard where required. This may include:

- a UK adequacy regulation;
- the UK International Data Transfer Agreement;
- the UK Addendum to approved standard contractual clauses; or
- another lawful transfer mechanism.

Further information about relevant safeguards may be requested using the contact details in this policy.

14. How long we retain information

We retain personal information only for as long as reasonably required for the purpose for which it was collected, including legal, accounting, tax and dispute-resolution purposes.

Our usual retention periods are:

- **General enquiries and unsuccessful quotations:** up to 12 months after the last meaningful contact.
- **Customer contracts and service records:** normally six years after completion of the work or the end of the customer relationship.
- **Invoices, expenses and accounting records:** for the period required by tax and accounting law, normally at least six years.
- **Routine correspondence:** normally up to two years unless it forms part of a contract, complaint, accounting record or legal matter.
- **Complaints, disputes and guarantee records:** normally six years after resolution or longer where legal proceedings are reasonably anticipated.
- **Property access codes and temporary security information:** deleted as soon as access is no longer required.
- **Keys:** returned as agreed or when the service relationship ends.
- **Marketing records:** until you withdraw consent or object, together with a limited suppression record after opt-out.
- **Promotional photographs:** until permission is withdrawn, the material is no longer used or the image is removed during a periodic review.
- **Website security logs:** normally up to 12 months unless needed to investigate an incident.
- **Cookie information:** for the period specified in the cookie declaration.
- **Cookie-consent records:** for as long as reasonably necessary to demonstrate and manage your preferences.

Information may be retained for longer where necessary to comply with law, investigate misconduct, recover debts or establish, exercise or defend legal claims.

15. Security

We take reasonable technical and organisational measures to protect personal information against:

- accidental loss;
- unauthorised access;
- misuse;
- alteration;
- disclosure; and
- destruction.

Measures may include:

- password-protected accounts and devices;
- access controls;
- secure backups;
- updated software;
- appropriate device security;
- secure record disposal;
- limited access to information; and
- appropriate agreements with service providers.

No electronic system is completely secure. We will nevertheless take reasonable steps to prevent and respond to security incidents.

16. Your data-protection rights

Depending on the circumstances, you may have the right to:

- request access to your personal information;
- request correction of inaccurate or incomplete information;
- request deletion of information;
- request restriction of processing;
- object to processing based on legitimate interests;
- object to direct marketing at any time;
- receive certain information in a portable format;
- ask us to transfer eligible information to another organisation;

- withdraw consent; and
- challenge certain solely automated decisions.

These rights are subject to legal conditions and exemptions.

We do not normally make decisions producing legal or similarly significant effects through solely automated processing.

To exercise a right, email info@abodegardenservices.co.uk.

We may request information needed to confirm your identity and understand your request.

We will normally respond within one month, although the law may permit additional time for particularly complex or numerous requests.

We do not normally charge a fee. A reasonable fee may be charged, or a request may be refused, where permitted by law—for example, where a request is manifestly unfounded or excessive.

17. Data-protection complaints

Please contact us first if you are concerned about how we have handled personal information.

Complaints may be sent to:

Email: info@abodegardenservices.co.uk

Address: North Ln, Rustington, Littlehampton BN16 3PL

Please provide:

- your name and contact details;
- a description of your concern;
- relevant dates;
- the outcome you are seeking; and
- copies of relevant correspondence or documents.

We will:

- provide a clear way to make a complaint;
- acknowledge the complaint within 30 days;
- investigate it without undue delay;
- take appropriate steps to resolve it;

- keep you informed where appropriate; and
- notify you of the outcome.

You may also complain to the UK Information Commissioner's Office.

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

You have the right to approach the Information Commissioner's Office at any time, although it will often be helpful to contact us first.

18. Children

Our website and services are not directed specifically at children.

We do not knowingly collect children's personal information for marketing. Where a child contacts us, we may require involvement from a parent, guardian or responsible adult.

19. External websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices, security or content of external websites. You should review the privacy information provided by the relevant third party.

20. Changes to this policy

We may update this policy when our services, website, suppliers or legal obligations change.

The latest version will be published on our website and will show its most recent revision date.

Where a change materially affects how we use existing personal information, we will take reasonable steps to bring it to the attention of affected individuals.

21. Contact us

Questions, rights requests and complaints may be sent to:

Abode Garden Services

[Insert proprietor, partnership or company legal name]

[Insert full postal address]

Email: info@abodegardenservices.co.uk

Mobile: 07702 824689

Telephone: 01903 770140