

Use of website – <https://head4heights-treesurgery.co.uk>

I am committed to safeguarding the privacy of my website visitors, and I do not collect, store or use any personal data regarding your visit to this website.

I only use personal information that you may give to me in order to contact you if necessary to respond to your query, or make a cancellation. I do not pass your personal information on to any 3rd party.

I use cookies on the website to provide the services and features offered on the website, and to improve user experience. The cookies are only used to see how the site is used. The cookies cannot identify you.

**Cookie Policy - What are cookies:**

We collect information about your use of our website through cookies. Cookies are information files stored on your computer, tablet or smartphone that help websites remember who you are and information about your visit. Cookies can help to display the information on a website in a way that matches your interests. Most major websites use cookies.

**What cookies are used on Websites?**

The cookies used on websites are broadly grouped into the following categories:

**Essential** – Some of the cookies on our website are essential for us to be able to provide you with a service you have requested. An example of this would be a cookie used to enable you to log into your account on the website or which allows communication between your browser and the website. Our cookie preference cookie described in the section “How can I reject or opt out of receiving cookies?” is also an essential cookie. You may not be able to use our website without these cookies.

**Analytics** – We use analytics cookies to help us understand how users engage with our website. An example is counting the number of different people coming to our website or using a particular feature, rather than the total number of times the site or feature is used.

Without this cookie, if you visited the website once each week for three weeks we would count you as three separate users. We would find it difficult to analyse how well our website was performing and improve it without these cookies. Social Sharing – We use cookies to allow you to share content directly on the social networking/sharing sites like Facebook, Twitter or Google+.

Examples would be if you wanted to “like” or “tweet” about a business or product advertised on our website.

**Interest-Based Advertising**

– You will have noticed that when you visit some websites you will be shown adverts for products and services you may wish to buy.

We, like many businesses may place adverts for ourselves on a range of other associated websites.

**How can I reject or opt out of receiving cookies?**

When you first visited this website you will have been shown a message bar drawing your attention to the fact that this website uses cookies and inviting you to review this cookie policy to help manage your cookie preferences. If you do not manage your preferences despite this prompt a cookie preference cookie will be dropped confirming that you consent to us using the cookies detailed in this cookie policy, this cookie preference cookie will last for no more than 5 years.

Please note that we can't always control third party cookies stored on your machine from our website and where this is the case you will need to visit the relevant third party's website directly to manage cookies stored on your machine by them. Please see our "Third

### **Use of client's personal data**

I take my responsibilities seriously with regards to the collection, processing and management of your personal data. I have updated my process and procedures to ensure that I comply with the new General Data Protection Regulation (GDPR) from May 25th 2018.

I may update my privacy policy and any changes will be found here in the privacy policy. You should check this page occasionally to ensure you are happy with any changes.

The website may contain links to other websites. I am not responsible for the privacy policies of third party websites.

If you have any questions about this privacy policy or my treatment of your personal data, please contact me at [info@head4heights-treesurgery.co.uk](mailto:info@head4heights-treesurgery.co.uk)