

## Privacy Policy

Moss Lane landscape and design is committed to making sure that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. We may update this policy from time to time, to keep in line with changes in the law. By using our website or our services, you're agreeing to be bound by this policy. You should check this page from time to time to ensure that you are happy with any changes.

Our website collects personal data to power our site analytics, including:

- Information about your browser, network, and device
- Web pages you visited prior to coming to this website
- Your IP address

This information may also include details about your use of this website, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

We share this information with Wix, our website analytics provider, to learn about site traffic and activity.

Our website also uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app.

- Functional and required cookies are always used, and allow Wix, our hosting platform, to securely serve this website to you.
- Analytics and performance cookies are used on this site, as described below, only when you acknowledge our cookie banner. We use analytics cookies to view site traffic, activity, and other data.

When you use our website, we may collect information about the pages you visit, and how you use the website. Your web browser stores cookies on your hard drive for record-keeping purposes and to track information about your visit. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. If you do so, note that some parts of our website may not function properly.

When you contact the supernature as a potential client, supplier, partner or other interested party, we may store contact information about you in our database.

Our website may collect information such as your IP address or location via cookies stored on your computer. When you get in contact with our studio in relation to a garden design project, we may ask for information such as your name and address, contact telephone number and email address. If you decide to proceed with a project, we may require further, more detailed information from you in order to fulfil the contract.

Moss Lane landscape and design may use the information you have provided in order to carry out our service, or to notify you of updates and changes to the services we provide. We may periodically send promotional emails about new services, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website according to your interests.

We may use aggregated non-personally identifiable web-based data in order to improve our website and measure its performance. We take steps to ensure that any sensitive information you give us is treated securely, and strive to protect your personal information at all times.

Our website may contain links to enable you to visit other websites of interest easily. 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 or any policies stated there. Therefore, we cannot be responsible for the protection and privacy of any information which 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.

We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

We do not sell or rent your information to third parties, or share it for marketing purposes. If we have entered into a contract to provide landscape design services to you, it may be necessary to share basic information such as your name and address with third party service providers in order to fulfil our obligations to you. Please be reassured that we only disclose the information necessary to deliver the service and that they may not use this information for their own purposes.

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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.

You have the right to object to the way that we process your data. If you choose no longer to hear from us, we will unsubscribe you from our communications and remove you from our database. Equally, if you feel that the information we have on file for you is out of date or inaccurate, we will update the data we store. To make a request about any data we hold for you get in touch with us at [hello@mosslanedesign.co.uk](mailto:hello@mosslanedesign.co.uk)

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

We keep this policy under regular review, and in line with current UK Data Protection and GDPR guidelines.