HEDGELIFE

WEBSITE PRIVACY POLICY

Last updated: September 2026

Metson and Metson trading as **Hedgelife** ("Hedgelife", "we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect your personal information when you visit **www.hedgelife.co.uk**, contact us through our website, request a quotation or use our services.

1. Who We Are

For the purposes of UK data protection law, the data controller is:

Metson and Metson trading as Hedgelife
Perryfield Farm
Abbess Roding
Ongar
Essex
CM5 0JS

Email: info@hedgelife.co.uk
Telephone: 01279 876585

Hedgelife provides hedge planting, hedgelaying, coppicing, tree planting and associated countryside services.

2. Information We Collect

When you use our website or contact us, we may collect: your name; email address; telephone number; address or location where work is required; information submitted through our enquiry form; details about your hedge, land, property or proposed work; photographs or other information you send us; correspondence with Hedgelife; details relating to quotations, site visits, work, invoices and payments; and technical information about use of our website where collected through cookies or similar technologies.

We only ask you to provide information reasonably necessary for us to deal with your enquiry or provide our services.

3. Our Website Enquiry Form

Our website provides a contact form through which you can provide your name, email address, telephone number and details of your enquiry. We use this information to respond, discuss the work required, arrange a site visit where appropriate, prepare a quotation and provide requested services.

Submitting an enquiry does not automatically add you to a marketing mailing list.

4. How We Use Your Personal Information

We may use your information to respond to enquiries; provide advice; arrange site visits; prepare quotations; plan, schedule and carry out work; communicate about your project; provide customer service; issue invoices and record payments; maintain business, tax and accounting records; deal with complaints, insurance matters or disputes; operate and protect our website; and meet legal or regulatory obligations.

We will not use your personal information for purposes incompatible with the reason it was collected unless permitted or required by law.

5. Our Lawful Bases for Processing

UK data protection law requires us to have a lawful basis for processing personal information. Depending on the circumstances, we may rely on **contract** (including steps requested before a contract), **legitimate interests** (where reasonably necessary to operate and protect Hedgelife and manage customer relationships), **legal obligation**, or **consent**.

Where we rely on consent, you may withdraw it at any time.

6. Cookies

Our website uses cookies and similar technologies. Cookies are small files placed on your device that can help the website operate correctly, remember preferences and provide information about how the website is used.

Our cookie consent system may include functional, preference, statistics and marketing cookies. Where consent is required, optional cookies will only be used after you make the appropriate choice through our cookie controls. You can also manage certain cookies through your browser settings.

7. Photographs

You may send us photographs of hedges, trees, land or property to help us assess proposed work or provide a quotation. We may also take photographs during site visits and before, during or after work, and retain them as part of our business records.

We may wish to use photographs of our work on our website, social media, portfolio or promotional material. When using photographs publicly, we take reasonable steps to avoid unnecessarily displaying identifiable people, vehicle registration numbers, house numbers or other personal information. Where consent is required, we will obtain it.

8. Marketing

We will only send electronic marketing communications where we have an appropriate lawful basis. Where consent is required, we will ask for it first. You can ask us to stop marketing communications at any time by contacting **info@hedgelife.co.uk**. We do not sell your personal information to other organisations for marketing purposes.

9. Sharing Your Information

We do not sell your personal information. We may share information where reasonably necessary with trusted third parties that assist us, including website hosting and IT providers, accountants and professional advisers, banks and payment providers, insurers, contractors or subcontractors, and government or regulatory bodies where required or permitted by law.

Where another organisation processes personal information on our behalf, we take appropriate steps to ensure that it is handled securely.

10. International Transfers

Some website, email, cloud or technology providers may process information outside the United Kingdom. Where personal information is transferred internationally, we take appropriate steps to ensure the transfer complies with applicable UK data protection requirements and that appropriate safeguards are used where required.

11. Keeping Your Information Secure

We take reasonable technical and organisational measures to protect personal information against accidental loss, misuse, unauthorised access, alteration, disclosure or destruction. Access is limited to people with a legitimate business need. No internet transmission or electronic storage system can be guaranteed to be completely secure.

12. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected and to meet applicable legal, tax, accounting, contractual and insurance requirements. Customer, quotation, invoice and transaction records may therefore be retained after work is completed. Enquiries that do not result in work will not be retained indefinitely. When information is no longer required, we will securely delete, destroy or anonymise it as appropriate.

13. Your Data Protection Rights

Depending on the circumstances, UK data protection law may give you rights to access personal information we hold about you; correct inaccurate or incomplete information; request deletion in certain circumstances; restrict processing; object to certain processing; request transfer of certain information where data portability applies; and withdraw consent where processing is based on consent.

These rights do not apply in every circumstance. To exercise a right, contact **info@hedgelife.co.uk**, telephone **01279 876585**, or write to Metson and Metson trading as Hedgelife, Perryfield Farm, Abbess Roding, Ongar, Essex, CM5 0JS.

14. Complaints

If you have concerns about how we handle your personal information, please contact us first so we can investigate and respond. You also have the right to raise a concern with the **Information Commissioner's Office (ICO)**, the UK data protection regulator. Further information is available at **www.ico.org.uk**.

15. Links to Other Websites

Our website may contain links to websites operated by other organisations. We are not responsible for their privacy practices. If you follow a link to another website, you should read that organisation's privacy information before providing personal information.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our website, services, business practices or legal requirements. The latest version will be published on our website.

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