

Privacy Notice for F Giles

Introduction

We respect your privacy and are committed to protecting your personal data. This privacy notice informs you how we look after your personal data when you visit our website (regardless of where you visit it from) or use our garden machinery repair, booking, and sales services. It also details your privacy rights and how data protection law protects you.

This privacy notice is structured in a layered format so you can easily navigate to the specific areas set out below.

1. **Who We Are and Important Information**
2. **The Personal Data We Collect About You**
3. **How We Collect Your Personal Data**
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1. Who We Are and Important Information

Purpose of This Privacy Notice

This privacy notice gives you information on how we collect and process your personal data through your use of this website and our services, including any data you may provide when you submit an enquiry, book garden machinery into our virtual service queue, check the progress of a repair, or sign up for offers.

This website is not intended for children, and we do not knowingly collect data relating to children.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you. This notice supplements other notices and is not intended to override them.

Data Controller

A Giles is the data controller and is responsible for your personal data (collectively referred to as "we", "us", or "our" in this privacy notice).

- **Business Address:** F Giles, Chessington Garden Centre, Leatherhead Road, Chessington, Surrey, KT9 2NG
- **Contact Email for Data Matters:** adrian@fgiles.co.uk
- **Telephone:** 01372 720123

Third-Party Links Outside of Our Control

This website may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. The Personal Data We Collect About You

Personal data, or personal information, means any information about an individual from which that person can be identified.

We collect, use, store, and transfer different kinds of personal data about you, which we have grouped together as follows:

- **Identity Data:** Includes first name and surname.
- **Contact Data:** Includes billing address, collection/delivery address, telephone numbers, and email address.
- **Transaction Data:** Includes details about repairs, services, and products you have purchased from us or machinery you have booked into our repair queue.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If You Fail to Provide Personal Data

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to service your garden machinery or provide goods). In this case, we may have to cancel the product or service you have with us, but we will notify you at the time if this is the case.

3. How We Collect Your Personal Data

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

- **Direct Interactions:** You may give us your Identity and Contact Data by filling in forms on our website (such as booking a machine into our virtual queue or submitting a progress enquiry) or by corresponding with us by post, phone, email, or in person at our counter.

4. How We Use Your Personal Data

We will only use your personal data when the law allows us to. Most commonly, we use your personal data to book your garden machinery in for servicing, update you on the progress of your repair, arrange collection/delivery, and process sales.

We rely on the following lawful bases to process your data:

- **Performance of a Contract:** This means processing your data where it is necessary for the performance of a contract to which you are a party, or to take steps at your request before entering such a contract (e.g., repairing your equipment).
- **Legitimate Interests:** This means our business interest in conducting and managing our business to enable us to give you the best service or product and the most secure experience. We make sure we consider and balance any potential impact on you and your rights before we process your data.
- **Comply with a Legal or Regulatory Obligation:** This means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to (such as tax and accounting laws).

Purposes For Which We Will Use Your Personal Data

Purpose / Activity	Type of Data	Lawful Basis for Processing
To register you as a new customer	(a) Identity (b) Contact	Performance of a contract with you
To book in machinery, process your repair, and notify you of its progress	(a) Identity (b) Contact (c) Transaction	Performance of a contract with you
To manage payments, fees, and charges	(a) Identity (b) Contact (c) Transaction	Performance of a contract with you
To collect and deliver petrol-powered machinery	(a) Identity (b) Contact	Performance of a contract with you
To manage our relationship with you (e.g., notifying you about changes to our terms or privacy policy) Registering machines for warranty.	(a) Identity (b) Contact	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more details, please see our dedicated [Cookie Policy].

Change of Purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please email adrian@fgiles.co.uk.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. Who We Share Your Personal Data With

We may share your personal data with external third parties for the purposes set out in section 4 above:

- **Regulators and Authorities:** HM Revenue & Customs, regulators, and other authorities based in the United Kingdom who require reporting of processing activities in certain circumstances.
- **Service Providers:** Third-party IT, website hosting, and database providers who support our online booking queue and business operations.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. International Transfers

We do not transfer your personal data outside the UK or the European Economic Area (EEA).

7. Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

By law, we have to keep basic information about our customers (including Contact, Identity, and Transaction details) for **six years** after they cease being customers for tax and legal purposes.

In some circumstances, you can ask us to delete your data: see *Your Legal Rights* below for further information.

9. Your Legal Rights

Unless subject to an exemption under data protection laws, you have the following rights regarding your personal data:

- **Request access** to your personal data (commonly known as a "data subject access request").

- **Request correction** of the personal data that we hold about you.
- **Request erasure** of your personal data where there is no good reason for us continuing to process it.
- **Object to processing** of your personal data where we are relying on a legitimate interest.
- **Request restriction of processing** of your personal data while a dispute or accuracy check is resolved.
- **Request the transfer** of your personal data to you or to a third party (data portability).
- **Withdraw consent at any time** where we are relying on consent to process your personal data.

If you wish to exercise any of the rights set out above, please email adrian@fgiles.co.uk.

No Fee Usually Required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable administrative fee if your request is clearly unfounded, repetitive, or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What We May Need from You

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Time Limit to Respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made several requests. In this case, we will notify you and keep you updated.

10. Changes to This Notice and Your Duty to Inform Us of Changes

Last Updated: May 23, 2026

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

11. Queries, Requests, or Concerns

To exercise your rights, or if you have any queries or complaints regarding this policy, please contact Adrian Giles in the first instance:

- **Email:** adrian@fgiles.co.uk
- **Address:** F Giles, Chessington Garden Centre, Leatherhead Road, Chessington, Surrey, KT9 2NG

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint at any time with the **Information Commissioner's Office (ICO)**, the UK supervisory authority for data protection issues.

- **Telephone:** 0303 123 1113
- **Website / Live Chat:** <https://ico.org.uk/global/contact-us/>
- **Postal Address:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

