

## Privacy Notice

Dendra Consulting Ltd. (herein referred to as Dendra) is an established arboricultural and ecological consultancy, based in the north east of England. We provide support, advice and solutions to developers, land owners, home owners and statutory providers.

The EU General Data Protection Regulations (GDPR) came into force in May 2018. In the UK, the Data Protection Act 2018 sets out how the GDPR will apply. The 2018 regulations give new protections to personal data. To help Dendra comply, we have written this Privacy Notice, which tells you what we will do with your personal data. Requesting a quote or employing Dendra, means you have entered into a Contract and forms the Legal Basis upon which we can process your personal data. We are registered with the Information Commissioner's Office, (ICO Reg No. ZA529163).

### What personal data does Dendra have about me?

Either you or your architect/planner/agent, will have provided us with some or all of the following:

- Your name and home address / company name and address
- Invoice address (if different from the above).
- Mobile number/home telephone number/office telephone number.
- Email address.
- Project site address (if different from the above).

### What does Dendra do with this data?

We will process and store the details you have supplied to help us provide a quote and/or complete our commission, issue our report and issue our invoice. Reports, drawings, site photographs and emails for the project are saved in an individual project folder. These are held on our secure server and will remain there. Only Dendra staff have access to this, the server has a firewall and we use an internet security software package to minimise the threat from hackers.

### How long does Dendra keep your data?

We do not delete projects in case additional work is required in the future. This means we retain all personal data supplied, stored on our secure server. Once a project is 5 years old, they will be archived onto our external hard drive. This cannot be accessed via the internet. Only our two Directors have access to this drive.



A copy of your invoice is retained within our company accounts (electronic) for the relevant financial year. This is available to our Accountant to view at the end of each financial year (however, they do not process personal data on our behalf). HMRC requires we keep our company accounts for at least 7 years.

**Does Dendra pass on personal information?**

We do not sell contact details or pass them onto any third parties for marketing. If we are approached and asked specifically for your details, we will contact you to discuss this.

From time to time, we are required to include project Case Studies (a project summary) and /or Referees, as supporting information when we tender for work. If we select your project, we will contact you to ask for your permission before we proceed.

We may need to contact one or more of the following (known in GDPR terms as the Data Processors), on your behalf, to allow us to complete our commission:

Purpose	Data Processor	Personal data supplied
Historical ecological data request	Newcastle City Council (ERIC NE)	client name and project site address
If Dendra report required for a planning application	Local Authority, who upload our report to their Planning Portal (which has public access) as part of the planning application	client name and address, project site name and address
Protected Species Licence Application	Natural England	client name, address, email, telephone and mobile numbers, project site name and address
Supplying protected species records from surveys, for historical records.	Local Recorder, such as Durham Bat Group, Northumberland Bat Group or ERIC NE	Project site name only

**Access Requests**

The GDPR gives individuals the right to access the personal data we hold about them. If you wish to confirm the personal details we hold for you, please contact Dendra at the number/email address at the top of this Notice and ask to speak to Michelle Anderson. Your details will be supplied free of charge.

You have the right to be forgotten. We can delete your personal details if we provided a quote, but were never commissioned. However, once commissioned, your details will be stored as outlined in **How long does Dendra keep your data** above.

**Reviewing this Privacy Notice**

If you have any concerns or would like to make a complaint, please contact us at the number/email address at the top of this Notice, ask to speak to Michelle Anderson. You can also make a complaint to the Information Commissioners Office. We will review and update this Privacy Notice regularly to ensure it reflects any changes to the Law, our storage, use of personal data or any complaints.

Compiled by:   
Michelle Anderson, Director

Date: 6th November 2019