

Privacy Policy



Vortex Tree Surgery & Firewood

Last updated January 2026

Vortex Tree Surgery & Firewood is committed to protecting your privacy and handling your personal data securely and responsibly in line with UK data protection laws, including the UK GDPR and Data Protection Act 2018.

What information we collect

We may collect the following information when you contact us or use our services:

- Name
- Address / site address
- Email address
- Telephone number
- Details about the work required
- Payment and invoice information

We may also collect limited website data (such as IP address and pages visited) through cookies and analytics tools.

How we use your information

We use your information to:

- Respond to enquiries and provide quotes
- Carry out tree surgery services
- Manage bookings and communicate with you
- Issue invoices and keep financial records
- Improve our services

Why we use your data (lawful basis)

We process your data because:

- It is necessary to provide our services (contract)
- It helps us run our business effectively (legitimate interests)
- We are required to keep certain records (legal obligation)
- You have given consent (e.g. for marketing, if applicable)

How we store your data

Your data is stored securely either digitally (password protected systems) or in limited paper records.

We only keep your data for as long as necessary, typically:

- Enquiries: up to 2 years
- Customer and financial records: up to 6–7 years

Sharing your information

We do not sell your data. We may share information only where necessary with trusted third parties such as:

- Accountants
- Payment providers
- Service partners (e.g. for specialist work or applications)

All third parties are expected to handle your data securely.

Cookies (website use)

Our website may use cookies to improve your experience and understand how the site is used. You can control cookies through your browser settings.

Your rights

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion of your data
- Object to or restrict how your data is used

To do this, contact us using the details below.

Complaints

If you are unhappy with how your data is handled, you can contact the Information Commissioner's Office (ICO).

Contact

Vortex Tree Surgery & Firewood

Email: chris@vortex-treesurgery.co.uk

Phone: 07859 896038