

Privacy Policy

idverde UK attaches the utmost importance to the protection of personal data and to compliance with our legal obligations. The purpose of this privacy policy is to give you information about how *idverde* UK collects and uses your personal data through your use of this website at www.idverde.co.uk (the “Website”), including any data that you may provide when you contact us or submit data through forms on the Website.

This privacy policy may be amended from time to time. If we make substantial changes, we will publish them on this page. We invite you to consult this policy regularly.

1. Who is *idverde* UK and why do you collect my data?

The group *idverde* UK is made up of different trading companies, namely:

Name	Company Number	Place of registration	Registered office
<i>idverde</i> Limited	3542918	England and Wales	Octavia House, Westwood Way, Westwood Business Park, Coventry CV4 8JP
<i>idverde</i> UK Limited	6539986	England and Wales	Octavia House, Westwood Way, Westwood Business Park, Coventry CV4 8JP
Landscaping Centre Limited	NI032749	Northern Ireland	Hagans Business Park, 181b Templepatrick Road, Ballyclare, Co Antrim, BT39 0RA
TC Landscapes Limited	4649316	England and Wales	Octavia House, Westwood Way, Westwood Business Park, Coventry CV4 8JP
Ice Watch Limited	3443533	England and Wales	Octavia House, Westwood Way, Westwood Business Park, Coventry CV4 8JP
G Burley & Sons Limited	495856	England and Wales	Octavia House, Westwood Way, Westwood Business Park, Coventry CV4 8JP

This privacy policy is issued on behalf of *idverde* UK so when we mention *idverde* UK, “we”, “us” or “our” in this privacy policy, we are referring to the relevant company in the group responsible for processing your data. We will let you know which entity will be the controller for your data when you purchase a product or service with us. *idverde* Limited is the controller and responsible for the Website.

idverde UK may need to collect your data for the purposes of (i) managing the Website and requests sent via the Website using online forms; (ii) recruiting future *idverde* UK employees; (iii) managing its prospects, customers, service providers and partners; and (iv) promoting and managing events organised by *idverde* UK.

idverde UK may collect your data from various sources. It may be communicated to us by you during our exchanges; by another person belonging to your organisation; by a mutual acquaintance making a recommendation. It may also be collected from professional websites and/or applications accessible to the public, such as LinkedIn or your organisation’s website.

2. What types of personal data do you collect?

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

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

- **Identity data:** includes first name, last name, any previous names, user name or similar identifier, marital status, title, date of birth and gender.
- **Contact data:** includes correspondence address, billing address, delivery address, email address and telephone numbers.
- **Financial data:** includes bank account and payment card details.
- **Transaction data:** includes details about payments from and to us and other details of products and services you have purchased from us.
- **Technical data:** includes your IP address, browser type and version, time zone setting and location, browser plug-in types and version, operating system and platform, device ID and other technology on the devices you use to access the Website.
- **Usage data:** includes information about how you interact with and use the Website, products and services.
- **Marketing and communications data:** includes your preference in receiving marketing from us and our third parties and your communication preferences.

It is important that the personal data that we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new address or email address.

3. Why do you collect and process my data?

idverde UK will ensure that each processing operation carried out has a legitimate, specific and explicit purpose and that it uses data that is adequate, relevant and limited to what is necessary for the purposes for which it is processed.

The purposes and legal bases of the processing operations carried on by *idverde* UK, as well as the type of data processed, are described below:

Purpose of processing	Legal basis	Data processed
Management of requests received via the “Contact” section on the Website or by telephone at the number given on the Website	Legitimate interest of <i>idverde</i> UK (responding to request for information)	Identity data, Contact data
Application management via the Careers section of the Website	Legitimate interest of <i>idverde</i> UK (conducting a recruitment process)	Identity data, contact data, recruitment interview details
Management of events organised by <i>idverde</i> UK	Legitimate interest of <i>idverde</i> UK (to promote its activities)	Identity data and contact data
Prospect management	Legitimate interest of <i>idverde</i> UK (to promote its activities)	Identity data, contact data, usage data, marketing and communications data
Managing customers, suppliers and partners	Performance of contracts and compliance with legal obligations	Identity data, contact data, financial data and transaction data.

4. Who will receive my data?

Your data will be used by *idverde* UK teams who have access to this in the course of their duties or functions and may be shared with other companies within the *idverde* group. Your data may also be transmitted to service providers used by *idverde* UK to provide services in connection with the above-

mentioned processing activities, such as providers of business development and marketing support services and our recruitment partner.

Further, we will disclose your personal data to the relevant third party:

- In the event that we choose to sell, transfer or merge parts of our business or assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, the new owners may use your personal data in the same way as set out in this privacy policy.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce our agreements or to protect the rights or safety of our employees or customers.

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.

5. How is my data secured?

idverde UK implements appropriate technical and organisational measures to protect your data against any loss, destruction, alteration, unauthorised access or disclosure. These measures may include, amongst others, physical and/or logical security measures (secure access, authentication procedures, access authorisations, anti-virus software, firewalls, back-up copies etc) and contractual guarantees in the event of recourse to an external service provider.

6. How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including the purpose of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect of our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements. On expiry of the retention periods, personal data will be deleted or made anonymous.

7. Will you transfer my data outside the UK?

We may transfer your data outside the UK. Such transfers may only take place after we have taken the necessary measures to ensure the security of the data, in particular by ensuring that the relevant country has legislation in place to ensure an adequate level of protection. Should this not be the case, we shall use the appropriate legal instruments, in particular, the standard contractual clauses approved for use by the UK. To obtain a copy of such instruments, please contact compliance@idverde.co.uk.

8. What are my rights and how can I exercise them?

You have a number of rights under data protection laws in relation to your personal data, namely:

- the right to be informed about the use of your data;
- the right to access the data we hold about you;
- the right to request rectification of inaccurate or incomplete data;
- the right to request the deletion of your data;

- the right to request that the processing of your data be restricted (for example, you have the right to ask us to suspend the processing of your personal data if you want us to establish the accuracy of the data or where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims);
- the right to object to the processing of your data on legitimate grounds;
- the right to request the transfer of your personal data to you or a third party. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you;
- the right to withdraw your consent at any time for processing based on consent.

You can exercise your rights by writing to us at the following email address: compliance@idverde.co.uk or at the following postal address: Data Protection, idverde, Octavia House, Westwood Business Park, Westwood Way, Coventry CV4 8JP.

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. We may also contact you to ask you for further information in relation to your request to speed up our response.

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

9. Complaints

You have the right to complain to the Information Commissioner's Office (ICO), the UK regulator for data protection issues, for example if you think we have not responded properly to a request about your personal information or are holding inaccurate information about you. Before contacting the ICO, please raise your concern with us first or ask us for clarification if anything is unclear. The ICO will usually expect you to do this before it reviews your complaint.

Any complaint can be raised either via email to compliance@idverde.co.uk or by post to Data Protection, Octavia House, Westwood Way, Westwood Business Park, Coventry CV4 8JP.

To help us deal with your complaint as quickly as possible, please provide full details of your concern and copies of any key documents.

We must acknowledge your complaint within 30 days, but we aim to acknowledge it within 7 working days of receiving it. We also aim to:

- Ask for any further information we need for clarification or identification within 10 working days of acknowledging your complaint;
- Give you updates at least every 30 days after we acknowledge your complaint; and
- Reach an outcome within 60 days of acknowledging your complaint.

If your complaint is complex, serious or covers several issues, it may take us longer to investigate and resolve. If that happens, we will keep you informed about the likely timescales.

Once we have completed our investigation, we will tell you the outcome and explain our findings, whether we have upheld your complaint in whole or in part, and any action taken or proposed. If we do not propose any action, we will explain why.

If you are not satisfied with the outcome or the way your complaint was handled, you can ask for it to be reviewed by another member of our leadership team. They will review the matter and respond, either confirming the original decision or making a new one. They will aim to respond within 60 working days of the referral.

If you still remain dissatisfied after that, you can complain to the ICO or seek a remedy through the courts.

Last updated June 2026