



Our privacy policy and how we manage your personal data

Who we are:

Milestone Environmental Ltd. (hereafter Milestone) are the data controller and processor of the personal information we maintain and process relating to you. We are committed to protecting the privacy of your information in accordance with the principles set out in the Data Protection Act (DPA) 1998, and the General Data Protection Regulations (GDPR) 2018. This privacy policy explains how we use the personal information we collect about you when you use our website or get in contact with us. Milestone is a UK-based company and all our customer data that you provide remains within our systems here in the UK.

What information we collect:

We collect information you provide to us in a variety of ways:

- Completing our 'Contact Us' general enquiry forms via our website;
- Corresponding with us by email, telephone, or written postal communication; or
- Participating in marketing emails.

The information we collect may include:

- Your name, email address and telephone number; and
- Information when you choose to provide to us through our consultancy services or elsewhere. We do not store any personal banking or credit card details.

Why we collect it:

For 'Contact Us' services and Consultancy Services, we use information to provide, facilitate, analyse, administer, enhance and personalise our service delivery and support delivery efforts in accordance with our contractual obligations to you. For example, we use information to:

- Process your queries, provide consultancy services, invoicing payments, and to communicate with you on these and other services we feel may interest you;
- Determine your general geographic location to provide localised content, provide you with information we think will be relevant to your business, and help us quickly and efficiently respond to enquiries and requests;
- Communicate with you concerning our service, so that we can send you news, details about new services or content available on our services, and client feedback; and
- Measure the success of our marketing campaigns and to better understand our customers.

How and where we process it:

The personal data that we collect from you and process in relation to our services is processed by our staff in the UK.

We disclose your information for certain purposes and to third parties, as described below.

Consultancy: Milestone uses a network of expert associates that have specialist skills within hydro-ecology. Where necessary, it may be appropriate for one of our associates to liaise with you, the client, to perform services on our behalf or to assist us with the provision of services to you, for example when accessing sites for field work. In the course of providing such services, our associates may have access to your personal information. We do not authorise them to use or disclose your personal information except in connection with providing their services to us.

Third Parties: For the purposes of marketing mailing groups, and website analytics, MailChimp and Google are used respectively. We will only share information that helps Milestone to operate and support our services with these Third Party Service Providers. These Third Party Service Providers are not owned or controlled by Milestone, and they may have their own policies for data collection and use. We do not undertake any automated decision making on the basis of your personal information and third parties do not have access to your personal data unless the law allows them to do so.

How long we keep it:

We are required under UK tax law to keep our customers' basic personal data (name, address, contact details) for a minimum of six (6) years plus the current year after which time it will be destroyed. Your information that we use for marketing purposes will be kept with us until you notify us that you no longer wish us to retain this information.

What cookies do we use?

We use Google Analytics to review and improve the visitor experience for our website. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. Our system will issue cookies when you visit our website. You can adjust your browser settings so your computer does not store cookies. Please note the cookies we store do not contain confidential information and we do not exchange cookies with any third parties.

Your rights:

You can request access to your personal information or correct or update inaccurate or out-of-date personal information we hold about you. You may also request that we delete personal information we hold about you. If you have given consent for your information to be used for certain purposes, such as informing you of related services and offers that may be of interest to you, you may withdraw that consent at any time. To make requests, or if you have any other question regarding our privacy practices, please contact us at info@milestone-environmental.co.uk.

We may retain information as required or permitted by applicable laws and regulations, including to honour your choices, for our billing or records purposes and to fulfil the purposes described in this privacy policy. If you wish to raise a complaint on how we have handled your personal data, you can contact us and we will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data in a manner that is not in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
SK9 5AF.
Phone: 0303 123 1113

Contacting us:

If you need to contact us for any reason, whether to get assistance with your account and service or to discuss any aspect of this data privacy policy or our use of your personal information for example, please contact us by email at info@milestone-environmental.co.uk.

Other websites:

Our websites may contain links to websites belonging to other organisations. This privacy policy only applies to our websites, so when you link to other websites you should read their privacy policies and terms and conditions. We cannot accept responsibility for your use of other websites.

Changes to this privacy policy:

We will update this privacy policy from time to time in response to changing legal, regulatory or operational requirements. Your continued use of the service after any such updates take effect will constitute acceptance of those changes. If there is a material change that could have a detrimental effect on you, we will notify you by placing a prominent announcement on our web pages. If you do not wish to accept updates to this privacy policy, you may cancel your use of the service in accordance with our terms and conditions and of course exercise your rights under privacy law as noted above.

This privacy policy is Version 1 and was last updated April 2022.

