

Privacy Policy

Ludlow Garden & Build

Last updated: 17 February 2026

1. Who We Are

Ludlow Garden & Build is a landscape gardening and building business operating in the United Kingdom. We are the data controller for the purposes of UK data protection law. Contact us via our website or business email for any privacy-related queries.

2. What Information We Collect

We may collect and process the following personal information: - Name - Email address - Telephone number - Property address - Details about your enquiry or project - Technical data such as IP address and website usage data (via cookies and analytics tools)

3. How We Collect Your Information

We collect information when: - You complete a contact form on our website - You contact us via email or phone - You use our website (through cookies and analytics tools)

4. How We Use Your Information

We use your information to: - Respond to enquiries - Provide quotations - Arrange site visits and carry out services - Communicate with you about your project - Improve our website and services - Measure advertising performance via Google Ads We do not send marketing emails or newsletters.

5. Legal Basis for Processing

Under UK GDPR, we rely on the following lawful bases: - Contract – when responding to enquiries or providing services - Legitimate interests – to improve our services and website - Consent – where required for non-essential cookies

6. Sharing Your Information

We do not sell or rent personal information. We may share information with trusted third-party service providers where necessary to operate our business, including Google Analytics and Google Ads, as well as website hosting and IT providers. These providers process data in accordance with data protection laws.

7. Cookies and Tracking

Our website uses cookies to analyse website traffic, measure advertising performance, and improve user experience. You can control or disable cookies through your browser settings. Where required, we request your consent before placing non-essential cookies.

8. How We Store and Protect Your Data

We take appropriate technical and organisational measures to protect personal data, including: - Secure email systems - Password-protected devices - Limited access to authorised personnel only We retain personal data only as long as necessary for business and legal purposes.

9. Your Rights

Under UK data protection law, you have the right to: - Request access to your personal data - Request correction of inaccurate data - Request deletion of your data - Object to processing - Lodge a complaint with the UK Information Commissioner's Office (ICO)

10. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.