



## Arboricultural Contractors & Consultants

Specialists in the preservation and maintenance of trees

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Trem Y Dderwen, Llanedi, Pontarddulais, Swansea, SA4 0YT

# GDPR Privacy & Data Protection Policy

The Arb Team & The Arb Team Training School

**Effective Date:** January 2026

**Last Reviewed:** January 2026

**Data Controller:** The Arb Team Ltd (including The Arb Team Training School)

**Contact Email:** [admin@thearbteam.co.uk](mailto:admin@thearbteam.co.uk)

**Registered Address:** Trem Y Dderwen, Llanedi, Pontarddulais, Swansea, SA4 0YT

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## 1. Introduction

The Arb Team and The Arb Team Training School (“we”, “us”, “our”) are committed to protecting and respecting your privacy in accordance with the:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Applicable UK data protection legislation

This policy explains how we collect, use, store, and retain personal data relating to:

- Clients
  - Training school candidates
  - Website users
  - Employees and subcontractors
  - Suppliers
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## 2. Data Controller

The Arb Team Ltd is the Data Controller responsible for your personal data.

For any data protection queries, please contact:

**Email:** [admin@thearbteam.co.uk](mailto:admin@thearbteam.co.uk)

### 3. Lawful Basis for Processing

We process personal data under the following lawful bases:

- Contractual necessity (to deliver services or training)
  - Legal obligation (e.g. health & safety, tax, certification records)
  - Legitimate interest (business management, marketing to existing clients)
  - Consent (marketing communications, certain training data)
  - Vital interests (medical information for safety during training)
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### 4. Categories of Personal Data Collected

#### 4.1 Clients

- Name
- Contact details (email, phone, address)
- Site address
- Payment details
- Job history
- Communication records

#### 4.2 Training School Candidates

- Full name
- Date of birth
- Contact details
- Emergency contact details
- Relevant medical information (for safety)
- Previous qualifications (if applicable)
- Assessment results
- Certification records
- Attendance records
- Payment information
- Photographic ID
- Photographic or video evidence (training & assessment)

### 4.3 Employees & Contractors

- HR records
- Payroll details
- Qualification records
- Performance records
- Health & safety documentation
- Criminal Record Declarations

### 4.4 Website Users

- IP address
  - Cookie data
  - Enquiry form data
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## 5. Special Category Data

We may process special category data (e.g. medical information) for training candidates solely for:

- Health & safety compliance
- Risk assessments
- Emergency response planning

This is processed under Article 9(2)(b) and 9(2)(h) UK GDPR where necessary.

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## 6. Data Retention Policy

We only retain personal data for as long as necessary to fulfil legal, regulatory, contractual, and operational obligations.

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### 6.1 Clients (Tree Surgery Services)



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Data Type	Retention Period	Reason
Contact & job records	6 years from completion of work	Limitation Act 1980 (contract claims)
Invoices & financial records	6 years	HMRC legal requirement
Risk assessments & site safety records	6 years	Legal defence & HSE compliance
Marketing consent records	Until withdrawn or 3 years of inactivity	GDPR compliance

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## 6.2 Training School Candidates

The following applies specifically to **The Arb Team Training School**.

Data Category	Retention Period	Rationale
Applicant name & course booking	Duration of course + 6 years	Contract & legal defence
Attendance records	6 years	Audit & funding compliance
Assessment results	6 years	Awarding body & legal defence
Certification records	10 years	Industry verification & replacement certificates
Practical assessment evidence (photos/video)	3 years	Quality assurance
Medical information (training safety forms)	Duration of course + 1 year	Health & safety protection
Emergency contact details	Duration of course + 1 year	Health & safety protection
Payment records	6 years	HMRC compliance



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Accident/incident records (adults)	3 years from date of incident	HSE guidance
Accident/incident records (under 18s)	Until age 21	Limitation Act
CCTV (if used)	30 days unless required for investigation	ICO guidance

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### Important: Certification & Qualification Records

Where we deliver training linked to external awarding bodies (e.g. LANTRA, NPTC, City & Guilds or similar), records may be retained longer where required by the awarding organisation.

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## 7. Data Storage & Security

We implement appropriate technical and organisational measures including:

- Secure cloud storage
- Encrypted devices
- Password-protected systems
- Limited staff access
- Secure disposal (shredding/deletion protocols)

Paper records (if required) are stored securely in locked cabinets.

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## 8. Data Sharing

We may share data with:

- Awarding bodies (e.g. LANTRA, NPTC, City & Guilds)
- Accountants
- Legal advisors
- Insurance providers
- Regulatory authorities (HSE, HMRC)
- IT service providers



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We do not sell personal data.

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## **9. International Transfers**

We do not transfer data outside the UK unless:

- Adequate safeguards are in place
  - The country has UK adequacy status
  - Standard contractual clauses are used
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## **10. Your Rights Under UK GDPR**

You have the right to:

- Access your data
- Rectify inaccurate data
- Erase data (where applicable)
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent

Requests must be responded to within one month.

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## **11. Complaints**

If you are unhappy with how we handle your data, you may contact:

**Information Commissioner's Office (ICO)**

Website: <https://ico.org.uk>

Helpline: 0303 123 1113

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## **12. Cookies (Website Only)**

Our website may use cookies for:

- Analytics
- Website functionality
- Performance monitoring

Users can manage cookie preferences via browser settings.

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## **13. Data Breach Procedure**

In the event of a data breach:

- We will assess risk immediately.
  - Report to ICO within 72 hours if required.
  - Notify affected individuals where high risk exists.
  - Document the breach and remedial actions.
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## **14. Review of Policy**

This policy is reviewed annually or when regulatory changes require updates.

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