

Privacy Statement – TGS Garden Waste Services.

Last updated: 16/12/2025.

This Privacy Statement explains how we collect, use, store, and protect personal information when you use our garden waste removal services.

1. Who We Are

TGS Garden Waste Services provides garden waste removal and related services.

Contact details:

Email: enquiries@tgsgardenwasteservices.co.uk

Phone: 07341 332150

Address: 84 Wootton Road, Lee-on-the Solent, Hampshire, PO13 9HB.

We are the “data controller” for the personal information we process.

2. Information We Collect

We may collect and process the following personal information:

Name

Address (including service location)

Phone number

Email address

Booking details and service history

Payment-related information (note: we do not store full card details)

Communications with us (emails, messages, or phone notes)

3. How We Use Your Information

We use your personal information to:

Provide and manage TGS Garden Waste Services

Arrange bookings, collections, and customer support

Communicate with you about our service

Process payments and issue invoices or receipts

Improve our services and customer experience
Meet legal, regulatory, or insurance requirements

4. Lawful Basis for Processing

Under UK data protection law, we process your data based on:

Contract: to provide the services you request
Legal obligation: to comply with laws and regulations
Legitimate interests: to run and improve our business
Consent: where you have given clear permission.

5. Sharing Your Information

We do not sell your personal data. We may share information only where necessary with:

Payment processors
Accountants or professional advisers
Regulatory or legal authorities, if required by law
All third parties are required to respect the security of your data and treat it in accordance with the law.

6. Data Storage and Security

We take reasonable technical and organisational measures to protect your personal data from loss, misuse, unauthorised access, or disclosure.
Your information is stored securely and only retained for as long as necessary to fulfil the purposes outlined in this statement or to meet legal requirements.

7. How Long We Keep Your Data

We keep personal data only for as long as necessary, typically:
Customer and booking records: up to 6 years for legal and accounting purposes.

8. Your Data Protection Rights

Under UK GDPR, you have the right to:
Access your personal data

Request correction of inaccurate data

Request erasure of your data (where applicable)

Restrict or object to processing

Withdraw consent at any time

To exercise your rights, please contact us using the details above.

9. Complaints

If you have concerns about how we handle your personal data, you may contact us first. You also have the right to complain to the Information Commissioner's Office (ICO):

Website: www.ico.org.uk Telephone: 0303 123 1113

10. Changes to This Privacy Statement

We may update this Privacy Statement from time to time. Any changes will be posted on our website or made available upon request.

If you have any questions about this Privacy Statement or how we handle your data, please contact us.