



# COOKIES & PRIVACY NOTICE

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**LAST REVISED:**  
12 NOVEMBER 2025



## 1. INTRODUCTION

Petrow Harley Landscape Architects Ltd (“we”, “our”, or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Notice explains how we collect, use, disclose, and safeguard your personal data when you contact us or visit our website.

If you have any questions about this notice or would like further information, please contact us via the contact form on our **Contact** page or email [mail@petrow-harley.com](mailto:mail@petrow-harley.com)

## 2. WHAT INFORMATION DO WE COLLECT?

“Personal information” means any data that identifies an individual directly or indirectly. The types of personal information we may collect include:

- Your name (including title)
- Personal and/or work address
- Personal and/or work email address
- Telephone number
- IP address and browser information
- Language and nationality
- Gender and/or date of birth (only if provided voluntarily, e.g. in job applications)
- Job title and company name
- How you heard about us
- Social media account information (if you contact us through those channels)

We will take reasonable steps to ensure the personal information we store is accurate, complete, and up to date.

## 3. HOW DO WE COLLECT YOUR PERSONAL INFORMATION?

- When you contact us by post, phone, email, social media, or through our website;
- Visit and use our website (including through analytics cookies); or
- Provide it voluntarily, for example, when applying for a job or requesting information about our services.

We may also collect limited, publicly available information from professional social networks or online directories where relevant to our business relationship.

## 4. HOW WE USE YOUR PERSONAL INFORMATION

We may use your personal data for the following purposes:

- To manage our relationship with you, including responding to enquiries;
- To promote our business (for example, invitations to events);
- For internal administration, including staff training, audits, and record-keeping;



- To ensure website security and prevent misuse; and
- To comply with our legal and regulatory obligations.

**We will never sell your personal data.**

If we wish to use your data for a new purpose not covered by this notice, we will inform you and explain the lawful basis before doing so.

## 5. LEGAL BASIS FOR PROCESSING PERSONAL INFORMATION

We process your personal data under one or more of the following lawful bases:

- **Consent** – for example, where you have requested information or applied for a job;
- **Legitimate interests** – for example, maintaining client relationships, preventing fraud, and improving our website;
- **Legal obligation** – where required by law (e.g. responding to regulatory authorities); or
- **Contractual necessity** – where processing is required to perform or enter into a contract with you.

## 6. DISCLOSURE OF PERSONAL INFORMATION

We may disclose personal data to trusted third parties where necessary and lawful, including:

- IT and website service providers (for example, our web hosting platform and Google Analytics);
- Professional advisers (e.g. legal or accounting firms);
- Regulators, law enforcement, or public authorities where required by law; or
- Other parties with your consent.

Where data is shared, we ensure that appropriate safeguards and confidentiality obligations are in place.

## 7. INTERNATIONAL DATA TRANSFERS

Some third-party providers (e.g. cloud or analytics services) may be located outside the UK. In such cases, we ensure that transfers comply with applicable data protection laws, including the use of **UK-approved Standard Contractual Clauses** or equivalent safeguards to protect your data.

## 8. DATA RETENTION

We retain personal data only for as long as necessary for the purposes set out in this notice, or to comply with legal obligations. Retention periods vary depending on the type of data and its use but are subject to periodic review.

## 9. SECURITY and CONFIDENTIALITY

Petrow Harley Landscape Architects Ltd is committed to safeguarding the personal data we hold.

We maintain physical, electronic, and procedural safeguards to prevent unauthorised access, loss, misuse, or alteration of your personal information.



Access to personal data is restricted to staff and trusted partners who need it for legitimate business purposes, and all are required to handle it securely and confidentially.

We regularly review our data security measures to ensure they remain effective and appropriate to the level of risk.

## 10 YOUR RIGHTS

Under UK data protection law, you have the right to:

- **Access** – request a copy of the personal data we hold about you;
- **Rectification** – request correction of inaccurate or incomplete data;
- **Erasure** – request deletion of your data where legally permitted;
- **Restriction** – ask us to limit how we process your data;
- **Objection** – object to processing where we rely on legitimate interests;
- **Withdraw consent** – where processing is based on consent, you may withdraw it at any time;
- **Data portability** – request transfer of your data to another provider where applicable.

To exercise your rights, please contact [mail@petrow-harley.com](mailto:mail@petrow-harley.com)

If you are not satisfied with our response, you may complain to the **Information Commissioner's Office (ICO)** via [www.ico.org.uk](http://www.ico.org.uk)

## 11. COOKIES

Our website uses **Google Analytics** to help us understand how visitors use our site and to improve its performance.

- which pages are visited,
- how long users spend on each page, and
- how visitors arrived at the site.

Google Analytics uses **cookies** — small text files stored on your device — to collect standard internet log information and visitor behaviour data in an anonymous form. This information is transmitted to and stored by Google on servers that may be located outside the UK.

We do **not** use cookies to identify you personally.

You can manage or disable cookies through your browser settings. If you prefer not to allow cookies, you can adjust your settings so that your computer or device does not accept them. For more information, please visit:

[www.allaboutcookies.org](http://www.allaboutcookies.org)

[www.youronlinechoices.com/uk](http://www.youronlinechoices.com/uk)

You can also opt out of Google Analytics tracking by installing the browser add-on available at:

<https://tools.google.com/dlpage/gaoptout>

For details about how Google uses data collected through Analytics, see Google's privacy policy:

<https://policies.google.com/privacy>



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## 12. LINKS

Our website may contain links to other websites not operated by us. We are not responsible for the privacy practices or content of external sites. We recommend reviewing their privacy policies before providing any personal data.

## 13. COMPLIANCE WITH PRIVACY LAWS

Petrow Harley Landscape Architects Ltd complies with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR).

## 14. UPDATES TO THIS NOTICE

We may update this notice periodically. Changes will be posted on this page with an updated “last revised” date. We encourage you to review this notice regularly to stay informed about how we protect your data.