



TM Mowers Ltd – Customer Privacy Notice

We respect your privacy.

When you book a repair or service with TM Mowers Ltd, we only collect the information we need to look after your machine and keep you updated.

1. The Information We Collect

We only ask for:

- Your name
- Your phone number
- (If needed) Your email or address
- Details of the work you want us to do

That's it — we don't collect anything unnecessary.

2. Why We Collect Your Information

We use your details so we can:

- Book in your repair or service
- Contact you with updates, quotes, or questions
- Let you know when your machine is ready or keep you updated
- Keep a record of the work done
- Register warranties on new machinery, or process warranty repairs

We **do not** use your information for automated decisions or sell it to anyone.

3. How Your Information Is Stored

Your details are stored securely in our Sage Accounts management system, which is used **only by TM Mowers Ltd staff**.

Our workshop management system is hosted by trusted provider (Base44). Only your name and machinery details are held in this system.

These systems are hosted by trusted providers and include:

- Secure data storage
- Login-only access

- Staff permissions (only authorised people can see your information)
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4. Where Your Data Is Stored

Our primary programme that stores data is Sage Accounting software. Sage has built its information security management system using the international standard ISO 27001.

Our workshop management system (Base44) runs on secure servers in the **United States**.

We use strong legal and technical safeguards to keep your information protected, including encrypted data and approved international transfer agreements.

5. How Long We Keep Your Information

We keep your details only for as long as needed to:

- Complete your job
- Maintain your service history
- Meet legal or warranty requirements

You can ask us to delete your information at any time.

6. Who Can See Your Information

Only TM Mowers Ltd staff who need the information can access it — for example, our admin team and mechanics.

We do **not** share your information with marketing companies.

We may share limited details (such as your name for ordering a part) if it is essential to complete your repair.

7. Your Rights

You have the right to:

- See what information we hold about you
- Ask us to correct mistakes
- Ask us to delete your information
- Ask us to stop using your information
- Request a copy of your data
- Withdraw consent for optional communications

We're always happy to help.

8. If Something Goes Wrong

If your information is ever at risk because of a data breach:

- We will contact you directly

- We will take immediate steps to fix the issue
 - We will report it to the UK regulator if required
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9. Contact Us

If you have any questions or want to use your data rights:

TM Mowers Ltd

01903 871507

enquiries@tmmowers.co.uk

Myrtle Grove Farm, Patching, West Sussex, BN13 3XL

If you're still unhappy, you can contact the UK Information Commissioner's Office at **www.ico.org.uk**.