

Privacy Policy

Microbee Environmental Ltd (Microbee Ltd, Microbee Tree Management Ltd and Microbee Bird Control Ltd)

At Microbee, we are committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to info@microbee.co.uk.

The information we collect about you.

We obtain information about you when you use our website, for example, when you contact us about our services, or if you register to receive our newsletter.

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

How is your information used?

We may use your information to:

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

Only Microbee employees will have access to your information. We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

How you can access and update your information

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please contact us by email: info@microbee.co.uk or telephone on 020 8540 9968.

You have the right to ask for a copy of the information Microbee holds about you. We may charge £10 for information requests to cover our administration costs in providing you with details of the information we hold about you.

Cookies

Cookies are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.


Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union (“EU”). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU to provide you with those services.

Review of this policy

We keep this policy under regular review. This policy was last updated in June 2019.

Signed	
Name	Sofia Calderon Draper
Position	Director
Date	28/04/25