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Privacy Policy

Last updated on 12/12/2024

This privacy notice for *Concord Tree and Landscape LLC* doing business as *Concord Tree and Landscape*, *Concord Design and Landscape*, and *Concord Disposals*, describes how and why we might collect, store, use, and/or share your information when you use our services, such as when you:

- Visit our website at www.concordtree.com or any website of ours that links to this privacy notice
- Our Facebook (@concordlandscape) and Instagram (@concordtree) applications — or any other application of ours that links to this privacy notice.
- Engage with us in other related ways — including any sales, marketing, or events

About Concord Tree and Landscape Residential services (offered by Concord Design & Landscape) focus on enhancing homeowners' outdoor spaces, with personalized designs and routine maintenance. Commercial services (provided by Concord Tree & Landscape) target functional, safe, and professional landscape management for business properties like apartment communities and HOA's.

Type of Information Collected

Personal Information When you visit, use, or navigate our website and social media accounts, we may process personal information depending on how you interact with Concord Tree and Landscape. This includes but is not limited to: First Name, Last Name, Email Address, Phone Number, City, State, Type of Property, Detailed Description of said property. *We collect personal information that you provide to us.*

How Information is Collected

Collecting Customer Data Your information is collected through the Concord Tree and Landscape website, social media, face-to-face conversation with Sales, Maintenance, and Executive staff.

Information from Third Parties We may receive information from public databases, marketing partners, social media platforms, and other outside sources.

Processing Information We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so.

Purpose of Data Collecting

We process your information to provide, improve, and administer our Services, communicate with you, for security and fraud prevention, and to comply with law. We may also process your information for other purposes with your consent.

We process your personal information for a variety of reasons, depending on how you interact with our Services, including:

- To deliver and facilitate delivery of services to the user. We may process your information to provide you with the requested service.
- To respond to user inquiries/offer support to users. We may process your information to respond to your inquiries and solve any potential issues you might have with the requested service.
- To send administrative information to you. We may process your information to send you details about our products and services, changes to our terms and policies, and other similar information.
- To fulfill and manage your orders. We may process your information to fulfill and manage your orders, payments, returns, and exchanges made through the Services.
- To enable user-to-user communications. We may process your information if you choose to use any of our offerings that allow for communication with another user.
- To request feedback. We may process your information when necessary to request feedback and to contact you about your use of our Services.
- To protect our Services. We may process your information as part of our efforts to keep our Services safe and secure, including fraud monitoring and prevention.
- To determine the effectiveness of our marketing and promotional campaigns. We may process your information to better understand how to provide marketing and promotional campaigns that are most relevant to you.

SMS Consent

“SMS opt-in consent and phone numbers for the purpose of SMS are not being shared with any third parties under any circumstances.” Phone numbers collected for SMS consent will not be shared with third parties or affiliates for marketing purposes.

Data Security Measures

Protecting Your Personal Information We aim to protect your personal information through a system of organizational and technical security measures.

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

Data Sharing

Sharing Your Personal Information *We may share information in specific situations described in this section and/or with the following categories of third parties.*

Vendors, Consultants, and Other Third-Party Service Providers We may share your data with third-party vendors, service providers, contractors, or agents (“third parties”) who perform services for us or on our behalf and require access to such information to do that work. We have contracts in place with our third parties, which are designed to help safeguard your personal information. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will also not share your personal information with any organization apart from us. They also commit to protect the data they hold on our behalf and to retain it for the period we instruct.

User Rights

Rights and Regulations In some areas you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information.

We will consider and act upon any request in accordance with applicable data protection laws.

If you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority.

Withdrawing Your Consent If we are relying on your consent to process your personal information, which may be express and/or implied consent depending on the applicable law, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us.

PLEASE NOTE that this will not affect the lawfulness of the processing before its withdrawal, nor when applicable law allows, will it affect the processing of your personal information

conducted in reliance on lawful processing grounds other than consent.

Account Information If you would at any time like to review or change the information in your account or terminate your account, you may email us at admin@concordtree.com

Questions or concerns? Reading this privacy notice will help you understand your privacy rights and choices. If you do not agree with our policies and practices, please do not use our Services. If you still have any questions or concerns, please contact us at admin@concordtree.com.

A handwritten signature in black ink that reads "Shawn McCarthy". The signature is written in a cursive, flowing style.

Shawn McCarthy

Owner - Concord Tree and Landscape LLC

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