



*Landscape
Interiors
Planning
Installation*

Heike Designs
Heike Stippler, *Dip.Eng., Arch.*

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PRIVACY POLICY

Heike Designs values its past, present and future clients and colleagues. We have taken measures to provide information security in support of this value, and review our privacy strategy regularly.

Why We Collect Information

Information is collected by Heike Designs only to enable us to do the job the client has requested. We retain this information in order to follow up with our clients, when it is in the clients' interest that we do so.

What Information We Collect

Heike Designs obtains a client's name and contact information; property information; and client preferences for their property(ies). Upon payment, Heike Designs may obtain chequing and bank information. No banking information is retained once cheques are cashed. For our clients' information protection, no credit card numbers are stored on computers. Credit card receipts are retained for the time required by law.

If you agree to subscribe to our mailing list, you will receive emails that provide you with seasonal landscaping information; updates on new plant options for your garden; news from Heike Designs; and other benefits.

If at any time you would like to unsubscribe to our mailing list, please email us at info@heikedesigns.com.

How We Collect Information

Information is collected directly through client communication; client meetings and information; client payment; and other contacts or contractors, if applicable. Our website, www.heikedesigns.com, does not collect any personal information except that provided voluntarily, such as mailing list email addresses..

When We Collect Information

Heike Designs collects information at onset of work, during the work progress, and upon payment.

Where We Store Information

All digital and paper information is stored in a locked, secure location, primarily in Heike Designs' office. No credit card or payment particulars are stored electronically. Any client personal information kept in Heike Designs' vehicles before, during or after a project is stored in a secured vehicle.

How long Information is Stored

Information regarding payment, accounting, income tax etc. is stored for the length of time required by law. All other information is retained pending future contacts in the clients' interest. Upon request by the client, Heike Designs deletes personal information that we are not required by law to retain.

Who Has Access to Information

Access to information is restricted to Heike Designs staff, subcontractors (including our landscape suppliers) accountant and bank. We keep the privacy policies of subcontractors on file. Heike Designs staff has been trained in all aspects of Heike Designs' privacy policy. An employee privacy policy is in place.



Heike Designs will not sell, exchange, share, transfer or give personally identifiable client information to any outside parties without the client's consent, except as necessary to:

- (a) perform client work;
- (b) respond to client requests or inquiries; and
- (c) comply with applicable laws or court orders.

While Heike Designs takes steps to maintain the security of your information we encourage our clients to be aware of the open nature of the Internet while emailing.

This privacy policy is made public on Heike Designs' website, and is attached to Heike Designs' contract agreement to be retained by the client.

We invite you to visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing use of our website, as well as Heike Designs services.

Heike Designs may amend its privacy policy from time to time without notice. Policy revisions are effective upon posting and apply only to data collected thereafter. Please periodically visit this page to review the then current terms. Heike Designs will update the policy modification date below.

This policy was last modified on September 4, 2009.

Terms of Use – heikedesigns.com

As a user of www.heikedesigns.com it is your responsibility to ensure the site and its contents are not harmed, altered or misused in any way. Any individuals, groups or organizations using the site for illegal or immoral activities will be reported to relevant law enforcement agencies.

Heike Designs is dedicated to maintaining your privacy online and creating a valuable resource for you to use. If you have any questions now or during your visit, please contact us via email: info@heikedesigns.com .

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