

Plants of Cornwall Ltd

PRIVACY POLICY

In accordance with the General Data Protection Regulation (GDPR), we have implemented this privacy notice to inform you, our customer, of the types of data we process about you. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

This notice applies to current and former customers.

A) YOUR PERSONAL DATA – WHAT IS IT?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

B) WHO ARE WE?

Plants Of Cornwall Ltd is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

C) DATA PROTECTION PRINCIPLES

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- processing is fair, lawful and transparent
- data is collected for specific, explicit, and legitimate purposes
- data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- data is not kept for longer than is necessary for its given purpose
- data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- we comply with the relevant GDPR procedures for international transferring of personal data

D) TYPES OF DATA HELD

We specifically hold the following types of data on our customers in order to carry out effective and efficient processes:

- i) personal details such as name, address, phone numbers, email addresses, IP address, payment information, Plants of Cornwall account username and password

E) WHO WE SHARE YOUR DATA WITH

Plants of Cornwall Ltd

Tolgarrick Farm Coombe St Austell Cornwall PL26 7LR

E info@plantsofcornwall.co.uk |

Company Reg No. 13503518

Registered Office: Lang Bennetts The Old Carriage Works Moresk Road Truro Cornwall TR1 1DG R England & Wales

Data is shared with third parties for example: for the purpose of the delivery of your orders via our couriers. Where we share your data with third parties we ensure that we only share the minimum information required.

We have a data processing agreement in place with such third parties to ensure data is not compromised. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

We do not share your data with bodies outside of the European Economic Area.

We do not share your data with third-parties for marketing purposes.

F) DATA OBTAINED FROM OUR WEBSITE

We collect personal data about you when you make a purchase with us, subscribe to online marketing emails, setup an account with us, email us either directly or through our online contact form. We also collect information when you voluntarily complete customer surveys, reviews and provide feedback. We collect information about you to respond to you, to process your order and manage your account.

We also collect financial information – details of orders and payments made and cards used to complete purchases. We use SSL encryption for secure payments and checkout.

Our website may contain links to other websites of interest and payment options. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

How we use Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. Further details about the Cookies we use can be found on our website.

For further information visit: www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

G) LAWFUL BASIS FOR PROCESSING

The information below categorises the types of data processing we undertake and the lawful basis we rely on:

Activity requiring your data	Lawful basis
Managing your account and replying to any correspondence from you	Legitimate Interests
Requesting a customer review from you	Legitimate Interests
Preventing Fraud	Legitimate Interests

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Improvements to our website and services we provide	Legitimate Interests
Using your contact details for our marketing purposes	Legitimate Interests
Register you as a new customer	Performance of the Contract
Complete and deliver orders to you, providing the best possible customer service	Performance of the Contract
Facilitating online payments	Performance of the Contract
Keep in good communication with you about your orders or queries and any changes in our services to you	Performance of the Contract
Respond to a complaint made by you	Legal Obligation
Where we are obliged to share your data requested by Police, legal authority, court of law	Legal Obligation
Changes to this Privacy Policy	Legal Obligation

H) PROTECTING YOUR DATA

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction, and abuse. We have implemented processes to guard against such.

I) RETENTION PERIODS

We only keep your data for as long as we lawfully need it to satisfy any legal requirements, and accounting/reporting purposes.

When you open an account with us, your personal data will be kept by us for as long as your account remains active. If your account is deactivated your data will be kept for as long as we need to complete any activities or where we need to retain your data for legal reasons.

J) DATA SUBJECT RIGHTS

You have the following rights in relation to the personal data we hold on you:

- the right to be informed about the data we hold on you and what we do with it;
- the right of access to the data we hold on you. More information on this can be found in our separate policy on Subject Access Requests”;
- the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as ‘rectification’;
- the right to have data deleted in certain circumstances. This is also known as ‘erasure’;
- the right to restrict the processing of the data;
- the right to transfer the data we hold on you to another party. This is also known as ‘portability’;
- the right to object to the inclusion of any information

K) CONSENT

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data where it is lawful to do so.

L) CHANGES TO OUR PRIVACY NOTICE

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We keep our privacy policy under regular review and we will update as necessary. This privacy notice was last updated on 26th November 2021.

M) MAKING A COMPLAINT

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

N) DATA PROTECTION COMPLIANCE

Our appointed compliance officer in respect of our data protection activities is:

Elaine Plant

info@plantsofcornwall.com

Company Registration number: 13503518