

PRIVACY NOTICE

In this document we want to explain what you can expect from us when we collect and use your personal information. If you have any questions about our data protection or privacy policies, please get in touch using the contact details at the end of the document.

What personal information do we collect?

- Personal identifiers such as name and title;
- Contact details: address, email address and phone number.

We do not collect any sensitive information, and we do not collect information from social media posts.

What is the lawful basis on which we collect this information?

The lawful basis on which we collect this information is because of **a contract, consent or legitimate interest.**

We will hold and process your personal information only if you give us specific permission to do so.

Why do we collect this information?

We collect this information so that we may provide services to you that you have ordered or that you may be interested in the future.

We would also like to contact you, usually by email, from time to time (usually quarterly) to tell you about our flowers and our services or events such as workshops.

For those people who I have a contract with to supply an order for bouquets, wedding, tribute or event flower contact and delivery details will be taken in order to fulfil the requirements of the order. These address and contact details will not be stored on a database, only within individual proposals which are archived after 6 months.

If we supply wedding flowers there is a section on subscription to the newsletter and you will get sent a link to subscribe. To those who have subscribed since January 2018 to the newsletter and consented to receive it will remain on the mailing list, from the 25th May a double opt- in system will be in place.

If you come on a workshop you will be sent a link to specifically subscribe to a newsletter if you would like to keep in contact.

Sharing of information

We do not share your personal information with third parties, except in cases where you have asked us to provide a service to you, and we have sub-contracted part of the work, such as the hire companies or suppliers (with your knowledge and consent). We will provide the sub-contractor with your contact details if that is necessary to enable them to provide the service.

In relation to Fresh Flower Friday clients and workshops in partnership with local flower farms , personal information will be shared with our joint venture partner, for the purpose of that order

How long will we keep your information?

We will keep your information for as long as you remain a client of Elworthy Flowers or until you ask us to not to.

Your rights and choices

You may, at any time, ask us:

- To provide you with a copy of the information that we hold about you;
- To correct or update that information;
- To stop using your personal information and/or delete it from our records.

More information about the General Data Protection Regulations 2018, and about your rights in relation to your personal information, including how to complain, can be found on the Information Commissioner's website: www.ico.org.uk.

Changes to this privacy notice

We will review this notice regularly. Updated versions will be posted on our website.

Contact us:

Please contact us on the details at the bottom of this document