

**May 2018**

Cedar Nursery provides this information to demonstrate our firm commitment to privacy and your data protection.

### **Our Privacy and Data Protection Policy**

**The data controller** is Cedar Horticultural Services at Cedar Nursery, Horsley Road, Cobham, Surrey, KT11 3JX.

**The Data Processor** is Mr Tim Sharples.

Cedar Nursery is committed to being transparent about how we collect, use and protect your personal data. That's why we've developed this privacy and cookies policy ("Policy"), which:

- sets out the types of personal data that we collect
- explains how and why we collect and use your personal data
- explains the rights and choices you have when it comes to your personal data and using our services this includes shopping with us over the phone or online, communicating with us in writing or via email.

Please note that if you choose to communicate with us via social media sites or other third-party sites you should be aware of the particular privacy and data protection of these sites.

### **The data we collect and how data will be used**

Cedar Nursery uses personal information for legitimate interest in the course of the workings of the business, employment of staff, dealing with customer and supplier enquiries and in the context of sales transactions and contracts.

Examples include:

- To process an application for employment (and to communicate to staff for HR matters)
- To respond to any enquiry
- To fulfil orders for products
- To communicate with suppliers and associated businesses
- To communicate about our latest events, news, offers and marketing via emails and newsletters

We may receive data about our customers through a direct enquiry by telephone, email or at the Nursery, the contact form on our website or via subscription to our regular email newsletter.

The type of information we will collect is information necessary to contact you or hold details of an order or sale and may include:

- Your name
- Telephone number
- Email address
- UK Postal code

We will never collect sensitive personal information without your explicit consent.

### Data management

The processing of your personal data is closely managed by Tim Sharples with appropriate staff training.

### Access to data, correction and removal

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please write to us with a letter headed, “*Subject access request*” sent to the following address:

*Cedar Nursery  
Horsley Road  
Cobham  
Surrey  
KT11 3JX*

We will give you a description of the information held, why we hold it and who has access to it. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

### Communications via email

Where you provide your consent for us to contact you via email we will do this in accordance with the permissions granted. The email correspondence will be in relation to routine enquiries for example sales or supplier enquiries, or in accordance to employment. The data will be held in accordance with this policy and with our data retention procedures.

### Third parties

Cedar Nursery will not sell, trade or pass your personal details to other people, businesses or organisations (unless there is a legal requirement to do so to help us prevent illegal transactions and/or at the request of the Police).

### Storage of your personal data

Your data is held securely in accordance with our Data Retention Procedures and will only be kept for a period of time that is reasonable for its purpose.

### Amendments to this policy

Our privacy statement may be amended from time to time in accordance with any new Data protection legislation.

### **Your data and our website**

#### Our website Cookie policy

This website uses ‘cookies’ and website tracking code to gather anonymous information about our visitors' usage patterns. This information is collected anonymously in order to improve the navigation of our website, the presentation of its content and the quality of its services.

The information collected does not include personal details such as your name, age, telephone number, postal address or email address, nor does it allow personal identification of a user.

These pieces of information are used to improve services for you through, for example:

- enabling a service to recognise your device so you don't have to give the same information several times during one task measuring how many people are using services and which pages are of most interest to them so they can be made easily accessible.
- Cedar Nursery uses Google analytics to measure our website use. Google Analytics uses tracking code, via cookies, to gather anonymous information about visitors' usage patterns, in order to improve the navigation of the site, the presentation of its content and the quality of its services. The information collected does not include personal details such as your name, age, telephone number, postal address or email address, nor does it allow personal identification of a user. Cedar Nursery's Web Content Management System also collects some basic information about how many times a page has been visited or how long it takes to load but this does not allow personal identification of website users.

You can set your browser not to accept cookies However in a few cases some of our website features may not function as a result.

#### **The privacy and cookie policy on any linked sites**

Our website or social media sites may contain links to external sites. Cedar Nursery is not responsible for the privacy practices of such websites and you should make yourself aware of their own privacy statements and policies for the protection of your personal data.

We may embed things like video, audio and pictures from other websites on our website. This means it looks like one of our webpages but it is being fed through from another site (e.g YouTube). Those other sites may use their own cookies to record that you watched or views the content. Cedar Nursery has no control over these cookies so you should check the relevant website(s) for more information

#### **Questions**

If you have any questions about this privacy statement and use of this website please contact us: [sales@landscaping.co.uk](mailto:sales@landscaping.co.uk)

Cedar Nursery appreciates your custom, interest and your trust in us to ensure the privacy of your data.