

# Farmers Florist Privacy Policy

## **Our contact details**

Name: Harriet Thornalley

Address: 23 Westcliffe Road, Ruskington, Lincolnshire, NG34 9AX

Phone Number: 07807067991

E-mail: farmersflorist23@gmail.com

Privacy notice completed Jan 2022

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name of customer or recipients and contact details)
- Email addresses and Social media messages
- Website user analytics
- Website enquiries and orders

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You will share personal details of customer or recipient and we will write this in the order book.

We use the information that you have given us in order to

- To complete and deliver the orders efficiently.
- So, we can fulfil the purchases you request and pay for.
- To deliver and contact the correct recipient or customer.
- To quote for the order your requesting.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are: **[delete as appropriate]**

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting 07807067991.**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(e) We need it to perform a public task.**

**(f) We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored at Farmers Florist Studio on our laptop that is protected with safety software and in our order book safely locked away from the public.

We keep personal information for one year. We will then dispose your information by securely destroying it in a safe and secure manner i.e shredder etc

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [Farmersflorist23@gmail.com](mailto:Farmersflorist23@gmail.com) or phone 07807067991 if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at Farmer's Florist on 07807067991 for data protection queries.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>