



## Privacy Policy

At The Big Green Plant Centre we take your privacy very seriously. We are committed to protecting your privacy and we comply with the data protection laws applicable to the UK. This Privacy Policy explains how we use any information we collect about you.

### What information do we collect about you?

We will collect information about you when you opt in to mailings from us, request a quotation, open an account, place an order or request further information from us. The type of information we may collect includes your name, postal address, e-mail address and telephone number so that we can contact you accordingly. We will delete data held on you once we are outside of our statutory accounting and other legal obligations.

### How do we use the information we collect about you?

We may use the information provided by you:

- to process your order or manage your account
- for accounting/record-keeping purposes
- to keep you informed about the products and services that we offer
- to open/run any credit account including payment recovery/fraud prevention

### Keeping you informed

If you have bought or enquired about our products or services previously, we may also use the information we collect to let you know about our other products and services which may be of interest to you and to keep you updated with information about promotional offers and what is coming soon. However, you will be able to let us know if you no longer want to receive material from us each time that you receive a communication by following the link to unsubscribe.

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**Disclosing your data**

We never make your personal details available to other companies. However, we may use other companies to provide services to you on our behalf (for example delivery companies). We will only provide those companies with the information they need to perform the service we have engaged them for and they are prohibited from using that information for any other purpose.

We may have to disclose your information by law or because a court or the police or other law enforcement agency has asked us for it.

**How is your information protected?**

We take protection of your information seriously and have appropriate physical and technological security measures in place to keep it safe. Internally, we restrict access to personal information. Only employees who need the information in order to do their jobs have access to it. We never transfer your data outside of the UK.

**Data Protection Act**

We fully support the requirements of the Data Protection Act and we are committed to the protection of personal data belonging to our suppliers, customers and colleagues. We conduct regular audits to ensure compliance with our policy.

We are aware of our obligations under the General Data Protection Regulations (GDPR) and have adopted a proactive approach to the implementation of the legislation. This includes reviewing existing and where appropriate developing and implementing new policies and procedures to ensure personal data is collected, stored and disposed of in a manner compliant with the requirements of the GDPR.

**Contact us**

If you have any questions relating to this policy or the use by us of personal data please write to the Data Protection Officer at our registered address or via [enquiries@thebiggreenplantcentre.co.uk](mailto:enquiries@thebiggreenplantcentre.co.uk), quoting Security and Privacy Enquiry.