

## **DATA PRIVACY NOTICE**

**For Your Local Garden Centre Group Ltd Trading as Mappleborough Green, Alver Valley and Stansted Park Garden Centre Ltd** hereafter known collectively as Your Local Garden Centre Group (YLGGC)

### **Information we collect.**

Personal data is information that an individual can be identified from. We take great care with personal data and collect it only to allow us to run our business more efficiently in how we serve our customers and support our staff. We collect the following types of data but only when you decide to give the information to us:

- Privilege Club membership details that allow us to allocate points & benefits to you.
- Email details that allow us to inform you about our business.
- Details for competitions, prize draws and surveys.
- Ordering products, we may need delivery or payment details.
- Information needed for guarantees or dealing with your general correspondence.
- Social media and websites when you interact with us.

### **Who are we?**

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

### **How do we process your personal data?**

YLGGC complies with its obligations by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure, and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes: -

- To operate the Your Local Garden Centre website and deliver the services that individuals have requested.
- To inform individuals of news, events, activities or promotions of YLGGC and the Privilege Club.
- To process transactions and deliveries.
- To process correspondence, complaints and refunds.
- To contact individuals via surveys to conduct research about their opinions of current services or of potential new services that may be offered.
- To provide help and advice to customers.
- To assist with management of health & safety on site.

Children are not eligible to use our services and we ask that minors (under 18 years of age) do not submit any personal information to us.

### **What is the legal basis for processing your personal data?**

Your personal data will be treated as strictly confidential and will not be shared with other organisations or companies without your consent. We process your data for a legitimate interest, and this is to allow us to fulfil a contractual obligation to you as a customer or member of the Privilege Club and to inform you of relevant information relating to that.

### **How long do we keep your personal data?**

We keep your personal data for no longer than reasonably necessary. On request, we will delete all your data or provide an explanation of why we cannot.

- Privilege Club details for a period of 24 months after last use to ensure earned points are not deleted before they expire.
- In case of any legal claims/complaints we will retain information as required but for no longer than reasonable.
- For deliveries and processing orders a period of up to two months after the contract has been fulfilled.

### **Your rights and your personal data**

Unless subject to an exemption [under the GDPR], you have the following rights with respect to your personal data: -

The right to request a copy of your personal data held by us;

The right to request that we correct any personal data if it is found to be inaccurate or out of date;

The right to request your personal data is erased where it is no longer necessary for us to retain it;

The right to withdraw your consent to the processing at any time;

The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;

The right to object to the processing of personal data, (where applicable);

The right to lodge a complaint with the Information Commissioners Office.

We will not transfer your data abroad.

Further processing If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

### **Contact Details**

To exercise all relevant rights, queries or complaints please in the first instance contact: Your Local Garden Centre Group Ltd / Stansted Park Garden Centre Ltd, 397 Christchurch Road, West Parley, Ferndown, Dorset BH22 8SJ.