



Privacy Policy March 2021

We take your privacy seriously and we are committed to protecting your privacy. We follow the procedures set out in this policy when using your information.

By using this Website to give us your information you accept the terms of and consent to us using your information in accordance with this policy.

Information Collected

For the purpose of the Data Protection Act 2018 the data controller is common end farm campsite whose contact details are set out at the end of this document. We will use the information we collect about you lawfully and to process your order and to provide you with the best possible service.

If you use the Services or if you contact us with an enquiry we will collect personal information and only use them to respond to your enquiry. We only collect basic personal data about you which does not include any special types of personal information or location-based information. This does, however, include your name, company address, company email, job title and mobile telephone number if you provide us with it. We also track your interactions with our website, our forms and email communication.

We will never collect sensitive information about you without your consent. We may contact you by telephone, post or email.

“Personally Identifiable Information”

This refers to any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains, including, but not limited to, name, address, phone number, fax number, email address, financial profiles, social security number, and credit card information. Personally Identifiable Information does not include information that is collected anonymously (that is, without identification of the individual user) or demographic information not connected to an identified individual.

How does the website use Personally Identifiable Information?

We use Personally Identifiable Information to customise the website, to make appropriate service offerings, and to fulfil buying and selling requests on the website. We may email Visitors and Authorised Customers about research or purchase and selling opportunities on the website or information related to the

subject matter of the website. We may also use Personally Identifiable Information to contact Visitors and Authorised Customers in response to specific inquiries, or to provide requested information.

How is Personally Identifiable Information stored?

What choices are available to Visitors regarding collection, use and distribution of the information?

Visitors and Authorised Customers may opt-out of receiving unsolicited information from or being contacted by us and/or our vendors and affiliated agencies by responding to emails as instructed, or by contacting us at info@commonendfarmcampsite.co.uk.

What Data We Collect

We only collect basic personal data about you which does not include any special types of personal information or location-based information. This does however include your name, company address, company email, job title and mobile telephone number if you provide us with it. We also track your interactions with our website, our forms and email communication.

Why we collect this data

Your details are processed to provide services for you and/or your company and to provide you with relevant offers and information. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

Use of Information

The information you provide will be held on a database in the UK and may be accessed by our staff and by those who provide support services to us. We may also share it with third parties such as banking / merchant services and third party suppliers where necessary to provide services to you. We use third party suppliers to provide some of our products and your order contact details (but not your credit / debit card or financial details) shall be passed to those relevant third party suppliers for the purpose of delivery of your order.

Where you permit it we may also use your personal information and may allow selected third parties to provide you with information about goods and services which may be of interest to you. Where you have agreed that we may pass your information on to third parties by clicking on the option boxes when ordering your products through the website, we or they may contact you about these by e-mail, mail, telephone or other means. We will not share your information with any third party for marketing purposes without your consent.

We may pass aggregate information on the usage of our Website to third parties but this will not include information that can be used to identify you.

We do our best to ensure that all information held relating to you is kept up-to-date, accurate and complete. However, we also rely on you to notify us if your information requires updating or deleting. We will respond to requests from you to update or delete your information in an efficient and timely manner.

Information Obtained from Third Parties

We receive information from third-party data providers including directories. In some cases, such as LinkedIn, the information has manifestly been made public by the individuals who posted their profile on LinkedIn, and we assume that the individuals no longer have a privacy interest in such information, and it can be used for the legitimate purpose of learning about potential Customers.

In other cases, where it is not clear that the information was made manifestly public by the individuals, we obtain this data with assurances from these providers that the user has consented to the collection and sharing of this data, or that this information is available in public records and that is permissible to collect.

We receive information from social media services that you have elected to use to access our site or apps, in accordance with the social media services' privacy policy.

What we do with your data

This information is available to our staff within the company so as to serve you with our services in a timely and professional manner. No Third Parties have access to your personal data unless the law allows them to do so.

How long do we keep your Data

We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. We keep your data, whilst we keep in touch with you via email, telephone or mail. This information is not shared with third parties and you can unsubscribe at any time via email at info@commonendfarmcampsite.co.uk.

Log Data

When a user uses, or interacts with our website, or clicks on a link that directs the user to our website, the user's browser automatically provides, and we automatically collect and store, certain information about the user's device (computer, tablet, smartphone) and the user's activities such as...

- IP address
- Rough geographic information: geographic location derived from the IP address.
- Technical information: type of device, operating system name and version, device manufacturer, browser information (type, version), screen resolution.

Traffic Data

Information about the use of the website: date stamp, URL of the visited page, URL of the last webpage visited before visiting our website.

History of interaction with our webpages: pages viewed, time spent on a page, click through, clickstream data; queries made, search history, search results selected; comments made, type of service requested, purchases made.

We collect this data to understand how our website is used and to create statistics on the use of the website. Until the user becomes a “lead” this data cannot be linked to a specific individual

What happens if the Privacy Policy Changes?

We will let our Visitors and Authorised Customers know about changes to our privacy policy by posting such changes on the website. However, if we are changing our privacy policy in a manner that might cause disclosure of Personally Identifiable Information that a Visitor or Authorised Customer has previously requested not be disclosed, we will contact such Visitor or Authorised Customer to allow such Visitor or Authorised Customer to prevent such disclosure.

What partners or service providers have access to Personally Identifiable Information from Visitors and/or Authorised Customers on the website?

Flowers to Yours has entered into and will continue to enter into partnerships and other affiliations with a number of vendors. Such vendors may have access to certain Personally Identifiable Information on a need to know basis for evaluating Authorised Customers for service eligibility. Our privacy policy does not cover their collection or use of this information. Disclosure of Personally Identifiable Information to comply with law. We will disclose Personally Identifiable Information in order to comply with a court order or summons or a request from a law enforcement agency to release information. We will also disclose Personally Identifiable Information when reasonably necessary to protect the safety of our Visitors and Authorised Customers.

External Links

The website contains links to other sites. Please note that when you click on one of these links, you are moving to another website. We encourage you to read the privacy statements of these linked sites as their privacy policies may differ from ours.

What Are Your Rights?

The EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018 grants individuals following rights, with some limitations.

Right Not to Provide Consent or to Withdraw Consent

We may seek to rely on your consent in order to process certain personal data. Where we do so, you have the right not to provide your consent, and the right to withdraw your consent at any time. If you withdraw your consent, this will not affect the lawfulness of the processing conducted based on consent before its withdraw.

Right of Access

You have the right to obtain confirmation as to whether or not we collect or process personal data concerning you and, if this is the case, you have the right to request a copy of such personal data in digital format.

Right of Rectification

You have the right to require that we correct any inaccurate personal data concerning you, and that we complete incomplete personal data.

Right to be Forgotten

You may withdraw consent at anytime by informing us via email to info@commonendfarmcampsite.co.uk so we can remove you from our database. We will endeavour to remove you within 30 days of receiving your email. Because of backups and records of deletions, it may be impossible to delete a Visitor's entry without retaining some residual information, however this information will be functionally deleted, and we will not use or transfer information relating to that individual in any way moving forward.

For further details on your rights, please visit: <https://gdprprivacypolicy.org/>





Cookie Policy March 2021

Our website uses technology to collect information about its use, to distinguish between users, to help us provide you with a good experience and to allow us to improve the site and the service we offer. This means that when you visit our website, cookies or similar technologies will be placed on your computer or other device.

What are cookies?

Cookies are small text files that are placed on your computer, smartphone or other device when you visit our website. A cookie file is stored on your device and allows us, or our third party partners (see below) to recognise you and make your visit easier and more useful to you when you revisit our website.

How does we use cookies?

Cookies allow us to recognise users (where appropriate), tailor the content on our website to fit the needs of our website's visitors and helps us improve the user experience. Without certain types of cookies enabled, we can't guarantee that the website and your experience of it are as we intended it to be. We use cookies to obtain information about your visits and about the device you use to access our website. This includes where available, your IP address and pseudonymous identifiers, operating system and browser type and, depending on the cookie, also includes the reporting of statistical data about our users' browsing actions and patterns.

Types of cookies

The length of time a cookie stays on your device depends on its type. We use two types of cookies on our website:

- Session cookies are temporary cookies which only exist during the time you use the website (or more strictly, until you close the browser after using the website). Session cookies help our website remember what you chose on the previous page, avoiding the need to re-enter information and improve your experience whilst using the website.
- Persistent cookies stay on your device after you've visited our website. For example, if you tick the 'I wish to subscribe to the Flowers To Yours newsletter' box when you place an order a persistent cookie will be used,

so that the website remembers you the next time you use it. Persistent cookies help us identify you as a unique visitor.

To help you understand cookies and the reasons for them, we've provided some further information on the cookies used by this site

Cookie Purpose

JSESSIONID

This cookie is created when you first visit our website, and is created to provide basic site function, such as usage of the shopping basket, discount codes, and account logins. Once the session is finished, this cookie is removed from the computer. You can disable this cookie through your browser settings, however doing so will prevent this site from working correctly on your device.

utma, utmb, utmc, utmz

These cookies are used by Google Analytics, to allow basic usage tracking of activity on the website. This allows us to analyse visitor information, such as Browser usage, new visitor number, time on site, and most popularly viewed pages. This information is not open to the public, and does not contain any personal information.

These cookies may remain on your computer from thirty minutes to 2 years. This is so that if you revisit our site, you are not tracked as a new visitor but as a returning visitor. You may clear these cookies at any point by clearing your browser's browsing data, or opt out of Google Analytics entirely using the Google Analytics Opt-out Browser Add-on.

Third Party Cookies

We may sometimes embed widgets on a webpage such as media players or promotional links, for instance YouTube videos and Skype buttons. If you go on to a web page that contains embedded content, you may be sent cookies from those websites. You may also see tools to 'share' to your friends through social networks – such as Facebook and Twitter. You may be sent cookies from these websites as well. Since we do not control these cookies, we suggest you check these third party websites for information on their cookies and how to manage them.

Some of the Third party cookies possibly used by this website

Provider: Google Purpose: enable Google functionalities such as Google search, Maps, Analytics, Youtube

Policy: <http://www.google.co.uk/intl/en/policies/privacy/>

Provider: Facebook Purpose: enable social sharing and like

Policy: <http://www.facebook.com/about/privacy/>

Provider: Pinterest Purpose: enable Pinterest features

Policy: <https://about.pinterest.com/en/privacy-policy>

Provider: Instagram Purpose: enable Instagram features

Policy: <https://www.instagram.com/about/legal/privacy/>

