

PRIVACY POLICY

Who we are

Our website address is: <https://www.samanthadavisflowers.co.uk>

Samantha Davis Flowers is totally committed to keeping your personal data safe and secure. To ensure we comply with the General Data Protection Regulation (GDPR) we want to give you notice how we process your data.

Information Collection

We collect personal information (such as your name, trading name, telephone number, address and email address and any other details you provide to us that identifies you as an individual) from you when you submit a request for information or when you submit your details for any other reason.

We will enter these details into our secure order management system so that we can provide you with the best service possible and to protect your information. We will only use this data to answer your queries, respond to your communication or provide goods and services. We will also enter these details into our secure Customer Relationship Management system.

We will keep your information until we no longer have any need to communicate with you, and in line with our Data Retention Policy.

Where you have made a purchase of our goods and services, we are processing this data because we have a contract with you to supply goods or services and we also have legal obligations to maintain financial information.

We may send you important information about your purchase and keep you up to date with news about Samantha Davis Flowers, our products and services and provide information to you which we think you may find of interest.

The data is not passed to any third party, other than where required to fulfil our contractual obligations e.g. carrier or point of delivery.

Use of Sub Contractors

We may use subcontractors to provide some products or services to you. We also may need to share your personal data with these subcontractors, in particular delivery services, so that they can help us provide goods or services. Our subcontractors are not permitted to use such personal data for any other purpose and we impose confidentiality requirements on their services.

Your Rights

Under the General Data Protection Regulation, you have certain rights regarding your data.

- You have the right to ask us for a copy of any data we hold about you.
- You have a right to have any data that is incorrect, corrected.
- You have the right to object to the use of your data.
- You have the right to have your data provided to you to take elsewhere in a suitable format.
- You have the right to have your data deleted in certain circumstances.
- You have the right to lodge a complaint about the use of your data with the Information commissioner.

Please address your requests to change or delete your personal information to

info@samanthadavisflowers.co.uk and insert “change details” or “unsubscribe” as appropriate as the subject heading.

Changes To This Privacy Policy

Samantha Davis Flowers. may from time to time change this policy. We recommend that you re-visit this policy from time to time to learn of any such changes. Your continued use of the Website will indicate your agreement to any such change.

What personal data we collect and why we collect it

Contact forms

When you contact us from our website through any contact form on our site we require your name and e-mail address so we can contact you back quickly. If you Opt-in to receive further communications from us we keep these details in order that we can give you a more personalised service and only use this information for customer service purposes and not for any marketing uses.

Cookies

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select “Remember Me”, your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

Analytics

When you visit capital-sound.co.uk we use a third party service called Google Analytics in order that we can log information about user behaviour patterns, how long the user spends on the website and to calculate how many unique and returning visitors use our website as well as telling us which devices are used to access the website (mobile devices, laptops, desktop computers etc). This does not collect any personal information that would enable us to identify anyone individually.

Who we share your data with

We never share or sell your information with other organisations for them to use for their own purposes. We would only do this with your express written permission. Any data is not passed to any third party, other than where required to fulfil our contractual obligations e.g. carrier or point of delivery.

How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

What rights you have over your data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Where we send your data

Visitor comments may be checked through an automated spam detection service.

For Further Information

If you have any further enquiries or concerns about our privacy policy please email us at info@samanthadavisflowers.co.uk