

# The Twiggery Flower Farm

## Privacy Policy

Last updated - 12th March 2025

This privacy Policy tells you what to expect us to do with your personal information.

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### Contact details

#### Telephone

07889092719

#### Email

info@thetwiggery.co.uk

### What information we collect, use, and why

The types of personal information we obtain about you depends on how you interact with our site and use our services. The following sections describe the categories and specific types of personal information we collect. We may collect information by message through our contact form or when you subscribe to our newsletter or weekly email marketing. We may communicate or contact you by email, text message, messenger, phone number or address.

We collect or use the following information to **provide services and goods, including delivery:**

- Contact details including your name, address, phone number and email
- Purchase or account history
- Payment details (including card or bank information for transfers and direct debits)
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Records of meetings and decisions

We collect or use the following information for **the operation of customer accounts and guarantees:**

- Contact detail including your name, address, phone number and email
- Payment details (including card or bank information for transfers and direct debits)
- Purchase history
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

- Contact details including your name, address, phone number and email
- Marketing preferences
- Recorded images, such as photos or videos

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history

Lawful bases and data protection rights

Depending on where you live, you may have some or all of the rights listed below in relation to your personal information. However, these rights are not absolute, may apply only in certain circumstances and, in certain cases, we may decline your request as permitted by law.

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **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.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

· **Managing Communication Preferences** – If you subscribe to our communication services for weekly, monthly updates or promotions of whats available and you wish to opt out of receiving these at any time. Please contact us and we will remove you from our email, messaging contact. We may still send you non promotional emails or messages, such as those about your account or orders that you have made.

We will not discriminate against you for exercising any of these rights. We may need to collect information from you to verify your identity, such as your email address or account information, before providing a substantive response to the request. In accordance with applicable laws, you may designate an authorised agent to make requests on your behalf to exercise your rights. Before accepting such a request from an agent, we will require that the agent provide proof you have authorised them to act on your behalf, and we may need you to verify your identity directly with us. If you make a request, we will respond to you in a timely manner as required under applicable law.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Children's Data

The services are not intended to be used by children, and we do not knowingly collect any personal information about children. If you are a parent or guardian of a child who has provided us with their personal information, you may contact us using the contact details above to request that it to be deleted.

Where we get personal information from

· Directly from you

#### How long we keep information

How long we retain your information depends on different factors, such as whether we need the information to maintain your account, to provide the Services, comply with legal obligations, resolve disputes or enforce other applicable contracts or policies.

#### Links to other websites

Our website may contain links to other websites of interest or further information. However once you have used these links to leave our site, you should note that we do not have any control over the other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting these sites and are not governed by this privacy policy. You should be cautious and look at the websites privacy statement.

#### Who we share information with

In certain circumstances, we may disclose your personal information to third parties for contract fulfillment purposes, legitimate purposes and other reasons subject to this privacy notice. With vendors or other third parties who perform services on our behalf (IT management, payment processing, data analytics, cloud storage)

#### Data processors

##### **Wix.com.Ltd. In Israel**

This data processor does the following activities for us: Wix is our Website provider.

#### Sharing information outside the UK

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

**Organisation name:** Wix.com.Ltd. In Israel

**Category of recipient:** Website provider

**Country the personal information is sent to:** European Union, Israel or a third country

**How the transfer complies with UK data protection law:** Addendum to the EU Standard Contractual Clauses (SCCs)

**Organisation name:** Wix.com Inc (US based subsidiary)

**Category of recipient:** Website provider

**Country the personal information is sent to:** outside European Union, the UK, and Switzerland

**How the transfer complies with UK data protection law:** Addendum to the EU Standard Contractual Clauses (SCCs)

#### Cookies

Cookies are small pieces of data stored on a site visitor's browser. They are typically used to keep track of the settings users have selected and actions they have taken on a site.

Like many websites, we use cookies on our site. For specific information about the Cookies that we use related to powering our store with Wix. Wix uses cookies for important reasons, such as, to provide a great experience for our visitors and customers, to monitor and analyze the performance operator and effectiveness of Wix's platform, to ensure our platform is secure and safe to use. Cookies used,

- Cookie Name - XSRF - TOKEN, cookie for fraud detection of calls - Session

- Cookie Name - hs, Security Cookie for Hive (legacy) - Session
- Cookie Name - svSession, Session cookie for identification - 6 Months
- Cookie Name - SSR- caching - Performance cookie for rendering - 24 hours
- Cookie Name - TS\* - Cookies for attack detection - Session
- Cookie Name - bSession - Used for system effectiveness measurement - 24 hours
- Cookie Name - fedops.logger.sessionId - Tracking session errors and issue (resilience) - 12 Months
- Cookie Name - \_wixAB3]\* - Cookie for site experiments - 6 months
- Cookie Name - server-session-bind - Cookie API protection - Session
- Cookie Name - client-session-bind - Cookie for API protection - Session

Our website allows you to accept or decline non essential cookies on our site.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy Policy.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>