



## Totties Garden Centre & Cafe Privacy Notice - 2023

At Totties Garden Centre & Cafe, we are committed to maintaining the trust and confidence of our customers, visitors to our web site and subscribers to our newsletter.

In this Privacy Notice, we've provided detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure. We recognise to need to treat this information in an appropriate and lawful manner, in accordance with the General Data Protection Regulations (GDPR).

The purpose of this policy is to make you aware of how we handle your personal data:

### **What is personal data and what is the processing of personal data?**

Personal data refers to any recorded information we hold about you, customers and contacts from which the relevant person can be identified. It may include contact details, other personal information, and photographs. 'Processing' means doing anything with data, such as accessing, disclosing, destroying or using data in any other way.

### **What regulations cover the processing of your personal data?**

We are obliged to comply with the General Data Protection Regulations when processing any personal data.

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

In many situations you provide us with your personal data when you first engage with Totties Garden Centre & Cafe for garden supplies, garden maintenance, event bookings, café bookings, venue hire, competition entries, online purchases and e-newsletters. The information given may include: name, address, telephone number and email address.

### ***Mailing Lists***

To sign up to our e-newsletter, you provide us with your name and email address. We use that information to tell you about seasonal updates, events, special offers and competitions etc. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, Mail Chimp, to deliver our e-newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see Mail Chimp's privacy notice. You can unsubscribe from the e-newsletter at any time by clicking the unsubscribe link at the bottom of any of our e-newsletter.



### ***Online Gift Voucher Purchases***

When you purchase a gift voucher online, your name; address; email and contact number will be stored on our website which is hosted by Word Press. You may, of course, purchase a voucher in person without supplying all the aforementioned personal data. Please be assured that we do not share your personal details with any other company and it is used for the sole purpose of sending the voucher. You will not be added to our mailing list. Personal data given by the voucher purchaser for any gift recipient of a voucher will be treated in the same manner.

### ***Website Cookies***

Our website places cookies, which are small data files, on your computer or handheld device. This is standard practice for all websites.

Cookies are essential for helping us deliver a high-quality website for our customers, and some collect information about browsing behaviour. By using and browsing our website, you consent to cookies being used in accordance with our policy. If you do not consent, you must disable cookies or refrain from using the site.

### ***WooCommerce Cookies – only applicable when purchasing vouchers online***

To keep track of cart data, WooCommerce makes use of 3 cookies:

woocommerce\_cart\_hash  
woocommerce\_items\_in\_cart  
wp\_woocommerce\_session\_

The first two cookies contain information about the cart as a whole and helps WooCommerce know when the cart data changes. The final cookie (wp\_woocommerce\_session\_) contains a unique code for each customer so that it knows where to find the cart data in the database for each customer. No personal information is stored within these cookies.

### ***Google Analytics***

When someone visits [www.tottiesgardencentre.co.uk](http://www.tottiesgardencentre.co.uk) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

### ***Wi-Fi***

When you use Totties Free Wi-Fi we may collect data about:

- a) your device;
- b) the volume of data which you use;
- c) the websites and applications which you access; and
- d) your usage by access time, frequency and location.



## **CCTV**

At Totties Garden Centre & Cafe has in place and is further developing a CCTV surveillance system across all areas of the garden centre and the cafe. This will include surveillance of public areas, storage/back of house areas and the perimeter fences, car parks and gates. Images are monitored and recorded centrally and will be used in strict accordance with our CCTV policy – available on our website.

This policy details the procedures relating to the use of CCTV, the data collected, stored and viewed through the companies' CCTV network. CCTV digital images, if they show a recognisable person, are considered to be personal data and are covered by the Data Protection Act. The CCTV policy should be read in conjunction with the Data Protection Policy the provisions of which should be adhered to at all times.

Access to, and the disclosure of, CCTV images to third parties is restricted and carefully controlled to ensure the rights of individuals and the Company are protected.

### **How we will use your personal data?**

To carry out our obligations arising from any contracts entered in to between you and us;

To manage customer service interactions with you;

To send invoices for services;

To notify you about changes to our service;

To provide you with information, products or services that you request from us where you have consented to be contacted for such purposes;

For marketing purposes -with your consent- we would like to inform you of various promotions, goods and services that may be of interest to you. If you have not already subscribed to our e-newsletter and wish to receive these communications, please subscribe on our website. You may unsubscribe at any time.

### **How long do we keep this information?**

We will not keep your personal data for longer than is necessary. This means that data will be destroyed or erased from our systems when it is no longer required.

### **Your Rights**

GDPR allows the data subject (the person to whom the data refers) certain rights to ensure that the data held on you is accurate and being processed in accordance with legislation. You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer at [info@tottiesgardencentre.co.uk](mailto:info@tottiesgardencentre.co.uk)



### **Breaches of this notice**

If you consider that there has been a breach of your rights under GDPR you should raise the matter with our data protection officer on [info@tottiesgardencentre.co.uk](mailto:info@tottiesgardencentre.co.uk)

Any breach of the GDPR which is likely to result in high risk to the rights and freedoms of you as an individual will be reported to the Information Commissioners Office (ICO) without undue delay and where feasible within 72 hours of us becoming aware of the suspected breach.

### **Changes to this Privacy Notice**

This policy is subject to ongoing review to ensure we remain compliant with GDPR and maintain the security of your personal data. We reserve the right to update or amend this policy.