

(Nursery) Privacy Policy Updated May 2018

Here at Pentland Plants Ltd we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

Who we are

Pentland Plants Limited is registered in Scotland. Company number 259669. Our registered office is Pentland Plants Limited, Loanhead, Midlothian, EH20 9QG.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us with an enquiry, catalogue request or a web order or if you register to receive our newsletters. We obtain information about you when you place an order or make an enquiry with us by email, phone, post, fax or in person.

What type of information is collected from you?

The personal information we collect might include:

- Contact name(s)
- Address(es)
- Email address(es)
- Order specific information
- Payment information

How will we use the information about you?

The lawful basis for processing this data is to fulfil our legal, legitimate and contractual obligations, to carry out a requested service or necessary function or to allow us to respond to information requests. We will use the information we hold about you and your company to process your order, manage your account and post / email reminders, order forms, newsletters and catalogues of products and services we offer to you. We will use your information to carry out our obligations arising from any contracts entered into by you and us.

We will automatically remove you from our postal marketing mailing list if no orders have been placed in the last two years.

You will automatically receive a copy of your sales review for the previous year. You will not receive a copy of a sales review if no order was placed in the previous year.

You can request a copy of our catalogue or previous sales reviews at any time.

Where is your data stored?

We hold your data on our servers within the EU. All card payment information is destroyed as soon as payment has been taken, we do not keep card information. No card details are accepted electronically.

Who has access to your information?

We do not sell or rent your information to anyone outside of our company.

We may pass your information to our third-party service providers for the purposes of completing tasks and providing services to you on our behalf (for example to send your annual catalogue). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service.

We operate some email services via the third-party MailChimp which we use to get in touch about availability, offers, events and other relevant information.

Links to external sites

Our website or emails may contain links to other websites, such as 'youtube', run by other organisations. This privacy policy relates to our website and the information we hold on you only. We encourage you to read the privacy policy on any of the sites you visit. We cannot be held responsible for the practices and privacy policies of other sites even if you access them through a link provided by us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the products and services we offer, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information. You can change your marketing preferences at any time by contacting us by email sales@pentlandplants.co.uk or telephone on 0131 440 0895. You can also write to us at Pentland Plants Ltd, Pentland Nurseries, Pentland Mains, Loanhead, Midlothian, EH20 9QG. There is an option to unsubscribe from our email marketing at any time using the link available at the bottom of each marketing email.

Accessing and updating your information

The accuracy of your information is important to us. If you change address, email address or if any of the other information we hold is inaccurate or out of date, please email us at sales@pentlandplants.co.uk or telephone on 0131 440 0895. You can also write to us at Pentland Plants Ltd, Pentland Nurseries, Pentland Mains, Loanhead, Midlothian, EH20 9QG.

You may request to have access to the personal information we hold on you at any time and can do so by putting the request in writing to the address below. We may issue a small charge for this.

Data Requests
Pentland Plants Ltd
Pentland Nurseries
Pentland Mains
Loanhead
EH20 9QG

Website Security and Cookies

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our servers. Where you have chosen a password, which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

What are Cookies?

We use the term cookie to describe cookies and similar technologies such as tags and pixels. Cookies are small data files that websites place on your computer, laptop or mobile device.

We use Cookies for the following purposes: To improve your experience on our websites, for example we use Cookies to remember the products you've put in your basket and to personalise your experience. Our website uses cookies to hold your session ID whilst logged in however there is no tracking or storage in the cookie of any other information.

Strictly necessary Cookies. These are Cookies that are required for the operation of our website. They are necessary for the safety, security and integrity of the site. For example they help support the structure of the pages that are displayed to you, help to improve navigation and allow you to return to pages you have previously visited. This type of Cookie only lasts for the duration of the time you are visiting the website. When you leave the website they are deleted automatically.

Blocking or restricting Cookies

You can stop Cookies being used on your device by activating the setting on your browser that allows you to block the deployment of all or some Cookies. Please visit www.allaboutcookies.org to find out how. Please note, if you use your browser settings to block Cookies you may not be able to access all or parts of our site.

Policy Review

We keep this Policy under regular review. This Policy was last updated May 2018 in line with new GDPR laws.

Please do not hesitate to contact us 0131 440 0895 or email us at sales@pentlandplants.co.uk should you require any assistance or have any queries relating to our Privacy Policy.