

Full Terms and Conditions

Coolings Nurseries Ltd ("Coolings") is committed to compliance with all relevant UK and EU laws in respect of personal data, and to protecting the "rights and freedoms" of individuals whose information Coolings collects in accordance with the General Data Protection Regulation (GDPR). Throughout this document Coolings Nurseries Limited will be referred to as "we", "our", or the "Coolings".

Coolings Family Membership Customers Only

We would like to Welcome you to Coolings Family. As a Family member you become entitled to a host of exclusive savings and member benefits. We invite you to become part of our extended family!

We understand that privacy and the security of your personal information is extremely important. Therefore, we have a policy that sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect and process your personal information, as well as your rights over any personal information we hold about you.

If you ticked the box on the application form to agree to it, we will use your information, to monitor when you visit and make purchases at any of our stores whether in the garden centre or just enjoying a coffee. This enables us to offer exclusive offers, news, promotions and more to our valued customers who enjoy the great experience that Coolings has to offer. The information, along with our monitoring of your purchases will only every be used by Coolings to offer better benefits to you our loyal customers and rest assured we do not disclose any of your personal information to third parties, unless aiding the facilitation of our provision of services and offers (see Data sharing in our Privacy Policy), and your information and data will never be sold or freely given to any third party.

If you opted to not be contacted via email, or mobile phone text message on the application form then we will still include you for our legitimate interests in promotions or information from time to time via postal marketing to the address you specified on your application form. This postal marketing will be communication from Coolings currently in the form of "Cuttings" our quarterly magazine which you will receive 3-4 times a year.

You can opt out or withdraw your consent to any communications channel at any time by contacting Coolings Nurseries at coolings@coolings.co.uk or 01959 532269. The option to opt out of email communication will always be on every email we send. Postal and SMS (mobile phone text message) marketing contact us to stop receiving communication in this way.

To view our Privacy Policy, please click see further in this document.

Terms & Conditions of Coolings Family Membership:

1. The Coolings Family is promoted by Coolings Nurseries Ltd, Rushmore Hill, Knockholt, Kent, TN14 7NN
2. Coolings Family membership terms should be read in conjunction with our Privacy policy outlined in this document.
3. Anyone who registers their details can join as long as they are over 18 years old.
4. Coolings Family is a free scheme to join and you will benefit from the many promotions and exclusive offers we have to offer.
5. Your Coolings Family card is registered personally to you. We do not issue additional cards for your account, but other members of your household are welcome to use the same card. If however other family members or friends wish to join they can, of course, apply for their own cards.

6. Coolings reserve the right to change or withdraw the scheme or any individual card at any time, Coolings will honour any outstanding offers in conjunction with the expiry data of that individual offer.
7. Coolings reserve the right to change the terms & conditions of the scheme. We'll always give notice of changes in store and on www.coolings.co.uk.
8. Coolings reserve the right to discontinue membership of the scheme after three year's of inactivity of your Family Card.
9. The Coolings Family is open to individuals only and is not available to members of a group or club. Neither the card nor any offers are transferable or resalable.
10. Members are only permitted to hold one card.
11. A cardholder is responsible for looking after the card and Coolings is not responsible for any lost or stolen cards.
12. Lost or damaged cards may be replaced at Coolings discretion. Repeated loss of a card may result in customers may be charged for this service.
13. All Coolings Family cards remain the property of Coolings and the cardholder shall return the card if requested by Coolings.
14. Coolings reserves the right to terminate Coolings Family at any time by giving three months' notice of its intention to do so. Any such notice will be posted on the Coolings Company website (www.coolings.co.uk)
15. Particular redemption offers may have their own particular Terms & Conditions. By taking up any such offer, you are agreeing to these Terms & Conditions.
16. Full Terms & Conditions of any offers made via Coolings Family can be obtained by emailing coolings@coolings.co.uk
17. Nothing in the Terms & Conditions shall limit or exclude Coolings for any other liability the exclusion or limitation of which is not permitted by law (nothing in the Terms & Conditions affects your statutory rights).
18. Coolings is committed to protecting your privacy. Your personal information is collected and processed only in accordance with the administration of Coolings Family and to contact you for the purpose as described in this application. See further information in our privacy policy.
19. By joining Coolings Family you are agreeing to being contacted by post, mobile text messages, telephone or email in relation to Coolings marketing and Coolings Family related communications. You will not receive communication via communication channels you have opted out from.
20. Coolings adheres to the Data Protection Act 1998.

If you have any questions about Coolings Family Loyalty membership then please contact us at any time on coolings@coolings.co.uk or 01959 532269.

Privacy Policy

Coolings Nurseries Ltd ("Coolings") is committed to compliance with all relevant UK and EU laws in respect of personal data, and to protecting the "rights and freedoms" of individuals whose information Coolings collects in accordance with the General Data Protection Regulation (GDPR). Throughout this document Coolings Nurseries Limited will be referred to as "we", "our", or the "Coolings".

During the course of our activities, we will collect, store and process personal information and we recognise the need to treat it in an appropriate and lawful manner. The types of information that we may be required to handle include details of current, past and prospective employees, suppliers, customers, and others that we

communicate with. This policy will help you understand how and why we collect information from you, to whom the information is disclosed and to inform you of your rights regarding your personal data that we hold or process.

Data Protection Principles

Anyone processing personal data must comply with the enforceable principles of good practice specified in the Data Protection Law. These provide that personal data must be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for specified, explicit and legitimate purposes and not further processed in a way that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed.
- Accurate and, where necessary, up to date.
- Kept in a form which permits the identification of data subjects for no longer than is necessary for the purposes for which the data is processed;
- Processed in a manner that ensures appropriate security for the personal data.

Types of Information we collect and how it is used

Personal data may be collected about you if you:

- choose to become a member of our Coolings Family Loyalty scheme
- choose to sign up to our Cuttings email newsletter via our website (www.coolings.co.uk)
- use our online shop or order products from us
- book and event via our website or over the phone this includes trips, holidays, excursions and talks
- choose to study with Coolings education services on one of our many courses
- contact us with an enquiry or complaint
- provide feedback or participate in any research
- enter prize promotions or participate in any research
- use our Garden planting, maintenance services
- apply to work or are employed by Coolings

We only gather personal information, such as name, address and email address, when voluntarily submitted by you. We shall not ask you to supply any personal data as a condition of your use of our website.

This information is collected to help us:

- fulfil your order/contract/application
- answer your queries
- provide our membership and services, including sending you our Cuttings magazine and Cuttings mailshot
- tell you about additional products and services
- send marketing information and news to you
- tell you about other promotional activities and events
- invite you to participate in market research

We have CCTV installed on our premises in public areas for the purposes of prevention and detection of crime.

Data Sharing

We will only share your data with contracted and trusted third parties in order to facilitate our provision of services and offers. This includes the processing and delivery of marketing communications to you and any other third party services engaged to perform payment or business support functions.

We may transfer data that we collect from you to a destination outside the European Economic Area (EEA). By submitting your personal data to us, you agree to this transfer, storing or processing.

We may also disclose personal data as permitted or required by law.

We do not share your data with any third parties outside of the above processing arrangements.

Fair and Lawful Processing

The Data Protection Law is intended not to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject.

Employees personal data will be processed in accordance with their employment contract or where the processing is necessary to comply with our legal obligations. Personal data received from customers will be processed in accordance with the legitimate interests of the company.

Data Security and Retention of Information

We understand the importance of the secure storage of data provided. Although we take appropriate steps to protect it, we cannot guarantee the security of your data transmitted to our website. Once we have received your data we will use strict security procedures and measures to prevent unauthorised access.

We will retain your personal information for as long as is necessary for the purpose for which it was collected, or as in accordance with applicable laws. In order to assist in ensuring that we are only holding up to date and relevant personal data, we will delete any Coolings Family members, after an account has been inactive for 3 years. This time limit will also apply to our Email mailshot databases, with details being deleted if emails are unopened for 3 years.

Should you wish to unsubscribe from future communications, you can opt out by emailing coolings@coolings.co.uk. Please note that you may continue to receive communications for a short period while our systems are updated.

Use of cookies

A cookie is a small file, typically of letters and numbers, downloaded on to a device when the user accesses certain websites. Cookies are commonly used to help the user's browsing experience and provide more information about the user's experience and interests. This information is generally used to make content, services and advertising more relevant and useful during future visits.

We will rely on your consent to:

Collect technical information such as data from cookies and similar technologies as we describe in our Cookie Policy; collect device identifiers from your devices, provided you have given consent to the App provider, your mobile phone provider, or via the device settings; use information about your location that we get from these technologies and the app; and use your information for marketing to you by email, text message and other methods of electronic communication from time to time in accordance with your data choices. Where we rely on consent to use your information, you have the right to withdraw that consent at any time.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them,

visit www.allaboutcookies.org

Coolings website uses Google Analytics, a web analytics service provided by Google Inc. (Google).

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. For more information, visit

<http://www.google.com/analytics/learn/privacy.html>

To opt out of being tracked by Google Analytics across all websites visit

<http://tools.google.com/dlpage/gaoptout>.

Accessing and Amending your Data

Individuals whose personal data is processed by the company are given a number of rights relating to the personal data relating to them;

- Right of access;
- Right to rectification;
- Right to erasure;
- Right to restrict processing;
- Right to data portability; and
- Right to object.

You have a right to access a copy of the data which we hold about you. We will tell you what personal information we have, what our purpose is for processing the data, who else may have access to it and how long we will hold the data for. We will provide the data within one month of receipt.

You have a right of rectification if you think the data that we hold on you is inaccurate. We want to make sure that your personal information is accurate and up to date. Should any of your personal information be required to be modified, or your circumstances change, please let us know.

If you give us consent to use your personal information, you can withdraw your consent at any time. If you withdraw your consent to any or all use of your personal data, depending upon the nature of your request, we may not be able to provide or continue providing our products and services to you, or administer any contractual relationship already in place. You understand and agree that in such instances where we require your personal data to fulfil a contractual obligation to you and you withdraw your consent to collect, use or disclose the relevant personal data for those purposes, we cannot be held liable for breach of that agreement.

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

If you would like to exercise any of your rights under GDPR law, you can do so by contacting us;

- By email coolings@coolings.co.uk
- By post to Coolings Nurseries Ltd, Rushmore Hill, Knockholt, Kent, TN14 7NN.
- By phone on 01959 532269, however additional information may be required to verify your identity and rights to access.

When you exercise one of your rights under the GDPR, we are required by law to use all reasonable measures to verify your identity before we can action your request. You may therefore be required to provide a form of identification.

Links to Other Websites

This Privacy Policy applies solely to data collected by us. Our website may contain links to external sites operated by third parties, over which we have no control. Any access to such other websites is entirely at your own risk. We are not responsible for the privacy policies, content or security of any third party websites linked to our website.

Changes to our Privacy Policy

We keep our Privacy Policy under regular review. From time to time it may be necessary for us to change this privacy policy, we therefore suggest that you check here periodically for any updates. This policy was last updated May 2018.

Terms and Conditions of Use of Coolings website

Please read these terms and conditions of use before using our website. By accessing our website you agree to be held by the terms and conditions of use as outlined below.

Intellectual property

The information contained in this website is copyrighted and may not be distributed, modified, reproduced in whole or in part without the prior written permission of Coolings. The images from this site may not be reproduced in any form without the prior advance written consent of Coolings.

Permission is granted to you to electronically copy and to print hard copy portions of this website for the sole purpose of using this website as research and information resource, provided you agree not to change and /or delete any content, web design and /or layout contained in that material. Any other use of materials on this website, including modification, distribution or republication, are strictly prohibited. If you believe that any content of our website in any way infringes intellectual property rights belonging to you or any third party, please contact us immediately.

Terms and conditions of use of this website

Coolings shall not be liable for any direct, indirect, special or consequential damages whether in contract, tort or otherwise, arising out of the use of this website or the reliance on information in it. The content of this paragraph and its disclaimers and exclusions shall apply to the maximum extent permissible by applicable laws. Any rights not expressly granted herein are reserved.

Information and disclaimers

Coolings uses reasonable care to ensure that the information appearing on this website is up to date and accurate. While Coolings takes precautions to prevent the occurrence of errors and omissions the user of this website should not take the accuracy of the information for granted but should check directly with Coolings. None of the material contained in this website is to be relied upon as a statement or representation of fact. Coolings has no control over the use to which the information may be put by the user and accordingly shall not be liable for any loss of profits or any indirect or consequential loss or damage arising out of or in connection with the use of such information. The statutory rights of a customer dealing with Coolings shall remain unaffected.

Links to other websites

It is not possible for Coolings to review the content of all of the websites to which this website links and Coolings can not be held liable for their content.

Users of this website link to other websites at their own risk and use those websites according to the terms and conditions of use of those websites.

Transmitted material

Any material or information transmitted to or posted to this website by any means will be treated as non-confidential and non-proprietary and may be disseminated or stored or used by Coolings for any purpose whatsoever including but not limited to developing, manufacturing and marketing products and services. Do not post or transmit to this website any unlawful, threatening, defamatory, obscene, scandalous, inflammatory, pornographic or profane material or any other material which could give rise to any civil or criminal liability in the territory to which this website relates.

Online privacy policy

By accessing or using the Coolings website, you agree to the terms of the Coolings Online Privacy Policy, as outlined below. If you do not agree to these terms, please do not access or use this site.

Collection of personal information

Please read our Privacy policy for collection of personal information on our website.

Cookie policy

A cookie is a small file, typically of letters and numbers, downloaded on to a device when the user accesses certain websites. Cookies are commonly used to help the user's browsing experience and provide more information about the user's experience and interests. This information is generally used to make content, services and advertising more relevant and useful during future visits.

We will rely on your consent to: Collect technical information such as data from cookies and similar technologies as we describe in our Cookie Policy; collect device identifiers from your devices, provided you have given consent to the App provider, your mobile phone provider, or via the device settings; use information about your location that we get from these technologies and the app; and use your information for marketing to you by email, text message and other methods of electronic communication from time to time in accordance with your data choices. Where we rely on consent to use your information, you have the right to withdraw that consent at any time.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them,

visit www.allaboutcookies.org

Coolings website uses Google Analytics, a web analytics service provided by Google Inc. (Google). These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited. For more information, visit **<http://www.google.com/analytics/learn/privacy.html>**

To opt out of being tracked by Google Analytics across all websites visit **<http://tools.google.com/dlpage/gaoptout>**.

Who are we

We are Coolings Nurseries Ltd, a company registered in England under number 1534529. Our registered office is at Rushmore Hill, Knockholt, Kent TN14 7NN. We are the Data Controller. If you have any concerns about how your information is used please contact us in writing at the above address, or you can contact us on 01959 532269.

Alternatively, you have the right to complain to the Information Commissioner's Office.

We protect your information, our business depends on it.

Date last reviewed: 25th May 2018