

The Creative Gardens Website Privacy Policy

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Creative Gardens is committed to protecting your privacy. This Privacy Policy explains our data processing practices and your options regarding the ways in which your personal data is used. If you have any requests concerning your personal information or any queries with regard to our processing please contact us at web@creativegardens.net

Information collected

Creative Gardens collects the details provided by you on registration together with information we learn about you from your use of our service and your visits to our web site and other sites accessible from them. If you are a member of our In-Bloom Club, we also collect information about the transactions you undertake including details of payment cards used.

We may collect additional information in connection with your participation in any promotions or competitions offered by us and information you provide when giving us feedback or completing application forms. We also monitor customer traffic patterns and site use which enables us to improve the service we provide.

Access to In-Bloom Club Card information

We will access the information recorded through the use of your In-Bloom Clubcard to help us improve our service to you and to make our communications more relevant.

Use of your information and your preferences

We will use your information to provide and personalise our service and to detect and prevent fraud. We will also use your contact details to communicate with you. We may use your information to send you offers and news about Creative Gardens products and services which we think may be of interest to you.

Once you have registered to use Creativegardens.net, you will be provided with access to a "My Account" section that will allow you to update your contact details should they change.

To change your contact preferences simply log into creativegardens.net with your username and password chosen at registration and click on the "My Account" at the left of the screen and click "Modify Account". If you do not want to receive communications from us, please de-select the "Join The In-Bloom Mailing List" at the bottom of the page.

We like to hear your views to help us improve our service. From time to time, we may contact you by post, email, telephone or fax to ask your opinions.

Please note that there may be instances where it may be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our service.

Disclosures of your information

Your information may be passed to and used by all Creative Gardens companies. We will never pass your personal information to anyone else, except where we are required or permitted to do so by law.

Other web sites

Our web site may contain links to other web sites which are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy, which may differ from ours.

Cookies

"Cookies" are small pieces of information sent by a web server to a web browser, which enables the server to collect information from the browser. You can find out more about the way cookies work on <http://www.cookiecentral.com>. Creative Gardens uses cookies for a number of purposes, for instance to enable us to simplify the logging on process for registered users, to help ensure the security and authenticity of registered users, to provide the mechanisms for online shopping and to enable traffic monitoring.

Non-registered visitors of the site are sent anonymous cookies to keep track of their browsing patterns and build up a demographic profile. In addition, any visitor who has clicked on a Creativegardens.net advertisement on another site that links to Creativegardens.net will be sent anonymous cookies that will allow us to analyse advertising effectiveness and manage our relationship with affiliate sites.

Whilst you do not need to allow your browser to accept cookies in order to browse much of our web site or to access many of our services, you must have cookies enabled if you wish to shop online or access any areas reserved for registered users.

Most browsers allow you to turn off the cookie function. If you want to know how to do this please look at the help menu on your browser. As described above this may restrict the online Creative Gardens services you can use.

Access rights

To obtain a copy of the personal information Creative Gardens holds about you, please write with full details to us at: Donaghadee Garden Centre Ltd, Stockbridge

Road, Donaghadee, County Down, BT21 0PN enclosing your cheque or postal order for £5 payable to Donaghadee Garden Centre Limited.