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24th May, 2018

We are Flowerpro (“we”, “us, and “our”), a flower importing and wholesale company.

1. What does this document mean to you

This notice is addressed to all individuals who are users of our services or products. We refer to all these individuals as “customer” or “you” in this policy document. At Flowerpro (Including related entities) we understand that privacy and the security of your personal information is extremely important. Because of that, this policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you. This policy applies to you if you use our services or products online, over the phone or otherwise by using any of our websites or interacting with us on social media (our “Services”). This policy outlines our personal information management practices.

Specifically:

1. The kinds of personal information we collect and hold;
2. How we collect and hold it;
3. The purposes for which we collect, hold, use and disclose it;
4. Your right to access and seek correction of it;
5. How you may complain about privacy matters;
6. Our sharing of your personal information overseas

2. What kinds of personal information we collect and hold?

The personal information we collect and hold is what is reasonably necessary for our business functions and activities. When we collect and hold personal information, it is of the following kinds:

1. We collect your personal details such as your name, email address, delivery address, telephone numbers. We require this information in order to provide you with our services.
2. We will record which products you purchase. This information is used to process orders and to provide a more accurate paper trail..
3. We may use your information to make decisions about what other products and services you might be interested in and contact you by email, text, telephone, post or other means about these products and services. We use your information this way because it is in our interest to promote and manage our business. We balance this

interest with the impact on you, and at any time you can ask us to stop using your information for this purpose. (Please refer to point 5 of this policy).

Please note, we will continue to hold your information even if we are not conducting ongoing business with yourselves, unless you have asked us not to.

3. How do we collect and hold personal information?

Collection of personal information: When we collect personal information about you, we do so by making a record of it.

We do this when:

1. You register with us, for example to create an account or to send you information;
2. You communicate with us online;
3. You take part in our promotions, competitions, testimonials, etc

We do not collect, analyse or sell data based on internet browser cookies of visitors to our website.

Personal information we hold is generally stored in computer systems. These may be operated by authorised persons but not external parties. In all cases, we have rigorous information security requirements aimed at eliminating risks of unauthorised access to, and loss, misuse or wrongful alteration of, personal information.

4. Why do we collect, hold, use and disclose personal information?

When we collect, hold and use your personal information, we do so primarily to sell and promote goods and services to you and to keep records to monitor customer balances and our exposures. For example:

- To assist in investigating your complaints and enquiries.
- To ensure we have accurate details of any parties which have overdue balances which need to be passed to collections agencies

5. How can you enquire about, access and correct your personal information?

You can contact us on nathan@flowerpro.co.uk for one or more of the following reasons:

1. To ask us to fix information about you that is wrong or incomplete, this is known as right to rectification.
2. To ask us to delete information about you, this is known as the right to erasure.
To tell us you no longer agree to us using your information about you and ask us to stop, this is known as the right to object.
3. To tell us to stop using information about you to sell you products and services, this is known as the right to restrict processing.
4. To make a "subject access request" which is a request for us to send you the information we have about you. Before we provide you with access to your personal information we may require some proof of identity.

6. How can you complain about our management of personal information?

You have right to complain about how we treat your personal information to the information Commissioner's Office (ICO). The ICO can be contacted at:
<http://www.oic.ie/contact/>

We are only allowed to keep your information if we need it for one of the reasons we describe above.

7. Our sharing of your personal information overseas

It is our policy to require all of our overseas sharing of personal information to be done in a way which requires observance of strict privacy and security standards, both during transit and at the overseas destination. We may allow your personal information to be shared with those who are in countries other than your own location. We do this:

Where we have made a business decision to store our data with a trusted service provider who is in the business of providing data storage and processing services. Examples are those who store and process our email and mobile application data. These services commonly involve diverse geographic locations which change from time to time for reasons which include data protection and processing efficiency. Where these services are used by us, it is not practical for us to notify you of which country your personal information may be located in;

When our supply to you necessarily involves overseas disclosures. For example, information technology providers.

8. Updates

We may update this privacy policy from time to time. We will notify you of the changes where we are required by law to do so.

9. Other privacy terms and limits of this policy

This is a policy. There may be additional privacy notices and terms relevant to you depending on the nature of your dealings with us and on our particular businesses. There are additional privacy terms, term & conditions and cookies terms on our website and at our shops. for example. We have separate charters concerning our employees – this policy does not apply to the personal information of our employees in their capacity as such.

10. More information

More information about privacy law and privacy principles is available from the Information Commissioner Officer (ICO). The ICO can be contacted at <http://www.oic.ie/contact/>