

Canalside Garden Centre Privacy Policy

At Canalside Garden Centre we value your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, and protect information when you visit our website or sign up to hear from us.

1. Who We Are

Canalside Garden Centre
Little Porters Hill, Frith Lane, Wrenbury, Cheshire, CW5 8HQ
admin@canalsidegardencentre.co.uk
01270 295596

We are the data controller responsible for handling your personal information in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

We may collect and process the following information:

- Information you provide when contacting us or signing up for our newsletter (e.g. name and email address)
- Details you share when making an enquiry, booking for an event or ordering products (e.g. contact details, order information)
- Technical information collected automatically when you visit our website (e.g. IP address, browser type and cookies)

3. How We Use Your information

We only use your personal data when we have a lawful reason to do so. This includes:

- Sending newsletters, offers, and updates (with your consent)
- Responding to enquiries or requests
- Processing orders or bookings
- Improving our website and customer service
- Meeting our legal obligations

4. Email Correspondence

When you subscribe to our mailing list, we collect your name (if provided) and email address. We use this information to send:

- Email newsletters with news and seasonal tips

- Exclusive offers and promotions
- Updates about events or changes at our garden centre

You can **unsubscribe at any time** by clicking the link in our emails or contacting us at admin@canalsidegardencentre.co.uk.

We use your data only for these purposes and never share or sell it to third parties for their own marketing.

If we use a trusted service such as Mailchimp or another email platform, your data is stored securely and processed according to UK data protection laws.

5. How We Protect Your Data

We take appropriate measures to keep your personal information secure, including using secure servers, passwords, and data encryption where appropriate. Only authorised staff have access to your information.

6. How Long We Keep Your Data

We keep your personal information only as long as necessary for the purpose it was collected, or as required by law. If you unsubscribe from our mailing list, we'll remove your details promptly.

7. Your Rights

Under UK GDPR, you have the right to:

- Access the information we hold about you
- Ask us to correct inaccurate data
- Request deletion of your data ("right to be forgotten")
- Withdraw your consent at any time
- Complain to the Information Commissioner's Office (ICO) if you're unhappy with how we handle your data

You can contact the ICO at www.ico.org.uk.

8. Contact Us

If you have any questions about this policy or your personal data, please contact:

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