

# Privacy Statement

## Introduction

Plant & Soil Solutions value your business and we are committed to protecting our customers privacy through the robust security we have in place to ensure your information is kept safe. We take this responsibility very seriously and to that end we have outlined below how we do this, as plainly and transparently as possible.

## What kind of data do we collect?

We collect both Personal and Non-Personal data from our customers.

Personal data means information like your name, postal address, email, mobile number and payment details.

Non-Personal data means your IP Address, Browser Type and Cookies.

## How do we collect this information?

We collect this information when you get in touch via our contact form on our website or our online shop.

## How do we use this information?

We use this information to answer any queries or questions you have for us when you get in touch with us. We also use this information to process your orders through our online shop. This includes the order information, payment method and also dispatch information (postal address, email, phone number etc.).

From time to time, we may contact you for marketing or promotional purposes, but we will only do this if you opt in to receive such information. You can change your preferences at any time by emailing us at [admin@plantandsoilsolutions.com](mailto:admin@plantandsoilsolutions.com)

We may also use such information provided to us to improve our products and services.

## **How do we store your data?**

Plant & Soil Solutions securely stores your data through the WooCommerce security platform. For more information on this platform, you can visit their website on:

<https://woocommerce.com/document/woocommerce-security-faq/>

## **Security of our online payments**

We are committed to only using a secure platform to process customer payments. We achieve this through using Stripe. Stripe are PCI Service Provider Level 1 certified, which is the most stringent level of certification available in the payments industry. This was achieved using the best-in-class security & encryption tools and practices available to maintain the highest level of security. For more information on Stripe please visit their website on <http://stripe.com/docs/security>

## **Who has access to your information?**

We respect your right to privacy, therefore we will never sell or rent your information to any third party for marketing purposes.

## **What are your rights?**

In accordance with GDPR (General Data Protection Regulation) and in line with the guidance from the Data Protection Commission, you have the right to ask us for any information we have on file for you. You can also ask us to edit or delete any, or all of this information. Under GDPR legislation, we are obliged to carry out such requests within 30 days of being asked to do so.

## **Links to third party websites**

Our website may contain links to external websites (e.g., social media links, online payment sites etc.). As a result, it is important that you read through any such third-party sites' privacy policies and cookie consent forms. We cannot guarantee their policies are in line with our own, especially if that site is based outside of the EU. Therefore, you should ensure that you read and accept their terms, before proceeding to their website. This document outlines Plant & Soil Solutions privacy policies only.

## **Use of Cookies**

We use cookies on our website the same as all websites do. Cookies are small files that ask for permission to attach themselves to your hard-drive. These files stay there for a pre-determined length of time and collect statistical information (e.g., online behaviours, which sites you have visited etc.). This information is useful to us on our website as it allows us to personalise your online interactions with us. For example, contact and billing information can pre-populate on forms etc.

However, you can choose to turn off or delete your cookies at any time through your browser cookie preferences.

## **How long do we keep your information for?**

We keep personal data for as long as needed to complete our undertakings with you. However, under Irish Law and to comply with GDPR, we are required to store any transactional data for a further 6 years, after which it will be destroyed.

## **Privacy Policy Reviews and Changes**

We review our Privacy Policy on an on-going basis. As a result, occasionally changes may occur. Any updates will be communicated via our website. This policy was last reviewed and updated in December 2022.

Should you wish to report a complaint, or if you feel that Plant & Soil Solutions has not addressed your concern in a satisfactory manner, you may contact the Data Protection Commission.

Address: 21 Fitzwilliam Square South, Dublin 2.

Visit the DPC website for further options.