

## HORTEC GROW WITH TECHNOLOGY LTD

### PRIVACY POLICY

- We are a small Horticultural engineering company based in Warwickshire. Our registered address is Orchard Farm Nursery, Lower Tysoe Warwick, CV35 0BU. Our company registration number is: 4075781.
- If you are a customer, supplier or visitors to our website we may hold information that identifies or can be used to identify you either directly or indirectly. It might include, but not be limited to your first name, last name, email address, company, job title, phone number or any other information that's collected whilst using this website. You can contact us by e-mail to [enquiries@hortec.co.uk](mailto:enquiries@hortec.co.uk) or by writing to Hortec Grow With Technology Ltd, Orchard Farm Nursery, Lower Tysoe Warwick, CV35 0BU or telephone us on 01295 688422
- Our Privacy Policy relates to any data that has been collected, or will be collected about and/or from you. By contacting us, using our website and engaging with us, you're agreeing to be bound by this policy.  
We may change this policy from time to time so please do return to this page occasionally to ensure that you're happy with any changes we've made. Any questions regarding this policy and our privacy practices should be sent to Hortec by one of the above methods.
- We obtain information about you when you use our website, for example, when you contact us about products and services. If you become a customer, we also obtain information from you so that we can provide products and services to you. Our website may use cookies which are small data files placed on your computer or device when you visit a website. They are widely used by providers to make websites work better and more efficiently for users
- If you purchase a product or service from us then we will need to collect more information from you to enable us to fulfil our obligations to you. This information will depend on the product or service you require and the terms of the contract. This information may be used to:
  - Process orders that you have submitted;
  - Carry out our obligations arising from any contracts entered into by you and us;
  - Seek your views or comments on the services we provide;
  - Notify you of changes to our services;
  - Send you communications which you have requested.
- We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.
- We will never sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.
- Third Party Service Providers working on our behalf may be passed your information, these can include suppliers other associated organisations for the purposes of

completing tasks and providing services to you on our behalf. These service providers may not operate within the European Union and may have different data protection laws to the EU.

- By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.
- When we use third party service providers, we disclose only the information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and confidential. Please be reassured that we will not release your information to third parties, unless you have requested us to do so as part of the delivery of a service or product, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crimes. For a full list of the 3rd parties we share data with, please get in touch with us.
- We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.
- We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. By making an enquiry and initiating contact via our website, phone or e-mail you are consenting that we may contact you in relation to this enquiry. If you choose to sign up to receive ongoing communications with us, we will always give you the option to change this and opt out of future communications. You can change your marketing preferences at any time by contacting us as above
- The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if any of your information changes or becomes out of date, please contact us. You have the right to ask for a copy of the information Hortec Grow With Technology Ltd holds about you.
- Security precautions are in place to protect the loss, misuse or alteration of your information. When you give us personal information, we take steps to ensure that it's treated securely. Any information is held securely by Hortec. Our website uses HTTPS so that all information transmitted via this is secure. However, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.
- We keep this Policy under regular review. This Policy was last updated in April 2018.