

Privacy Policy (Forming part of our Terms of Use) Us.

We trade as "Green Velvet" in the Isle of Man. Our place of trade is the website www.greenvelvet.im. We are a Data Controller registered with the Information Commissioner in the Isle of Man under the same name. We can be contacted via info.greenvelvet@gmail.com

We are committed to ensuring lawful, fair and transparent processing of your personal data and will only use the information you provide to us to administer the product or services we are providing to you.

Information on our data processing activities and the rights that are provided to you under Data Protection legislation are as follows underneath, or by contacting our appointed Data Protection Officer Richard Challoner at info.greenvelvet@gmail.com.

Personal data we collect and why

Your contact information

We only collect personal data that is essential to retail and delivery to you houseplants and related products advertised on our website, or to services that you have asked us to provide, and to comply with regulatory and statutory requirements.

Data we collect depends on the product or service that you wish us to provide. This data may include: your name, Contact data: including residential address, business address, email address and telephone numbers, & social media handles, Financial data: including bank account details and credit and debit card details, Technical data: including your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access www.greenvelvet.im, and other details required to enable us to deliver a product or service. We save the information you provide to manage your customer experience on our website.

Information collected automatically

This includes information that is automatically stored by cookies and other session tools. For example, your shopping cart information, your IP address and your shopping history with us. This information is used to improve your customer experience.

When you use our services or look at the contents of our website, your activities may be logged. We might gather information about you that is publicly available.

Comments

When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection.

Contact forms

Cookies

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices.

Who we share your data with

Your personal data may also be released to other external parties if authorised by you, or as required or permitted by law, or to comply with a judicial proceeding, court order, request from a regulator or any other legal process served on greenvelvet.im. This may include, but not be limited to:

- Our banking service providers from time to time, currently HSBC Bank PLC, and our merchant service providers such as Sum-Up and PayPal
- Regulatory authorities including the Isle of Man Financial Services Authority or Financial Intelligence Unit
- IT service providers (only as required to maintain service levels expected)

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

We are located in the Isle of Man; however you should be aware that we may, on occasion, be required to share your data with

external providers outside of the Isle of Man or European Economic Area ("EEA"). In territories outside the Isle of Man or EEA, laws and practices relating to the protection of personal data may be weaker than those within the Isle of Man or EEA. We will take all reasonable steps to ensure that your personal data receives the same level of protection as it would had it stayed in the Isle of Man or EEA.

Retention of data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information. Information stored is periodically reviewed and subject to deletion when no longer required for sound purposes of improving your retail experience with us.

Your rights over your data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Where your data may be sent

Visitor comments may be checked through an automated spam detection service.

How we protect your data

We do our best to keep your Personal Data safe by engaging with reputable 3rd party service providers.

If you have an account with us, note that you must keep your username and password secret.

Data breach procedures

We cannot guarantee the security of your information, however, we will notify the relevant authorities in the event of a data

breach. We will also notify you if there is a threat to your rights or interests.

What third parties we receive data from

We gather information from our trusted partners with confirmation that they have legal grounds to share that information with us. This is either information you have provided them directly with or that they have gathered about you on other legal grounds.

Your Rights

As detailed within Data Protection Legislation, you have a number of rights. In accordance with these rights we will, upon request:

- Provide you with all of the data we hold about you, in a machine-readable format;
- Provide you with access to any or all the data that we hold about you, and provide you with details about why we have the data;
- Correct any information about you if you advise us that it is incorrect;
- Unless we are required to continue doing so by legislation, stop, or where applicable, restrict the processing of data about you;
- Remove all records about you from our systems, providing that there is not a legal reason to retain it. If there is a legal reason we will inform you of it, and provide you with details about how much longer we are required to retain your data for.

You can exercise these rights by contacting the Data Protection Officer Richard Challoner via info.greenvelvet@gmail.com