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# PRIVACY POLICY – RAINBOW FLORIST SUPPLIES LIMITED

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This Policy applies as between you, the User of this Web Site and Rainbow Florist Supplies Ltd., the owner and provider of this Web Site. This Policy applies to our use of any and all Data collected by us in relation to your use of the Web Site and any Services or Systems therein.

## 1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

<b>“Account”</b>	means collectively the personal information, Payment Information and credentials used by Users to access Material and / or any communications System on the Web Site;
<b>“Content”</b>	means any text, graphics, images, audio, video, software, data compilations and any other form of information capable of being stored in a computer that appears on or forms part of this Web Site;
<b>“Cookie”</b>	means a small text file placed on your computer by Rainbow Florist Supplies Ltd. when you visit certain parts of this Web Site. This allows us to identify recurring visitors and to analyse their browsing habits within the Web Site. Where e-commerce facilities are provided, Cookies may be used to store the contents of your shopping cart. Further details are contained in Clause 9 of this Policy.
<b>“Data”</b>	means collectively all information that you submit to the Web Site. This includes, but is not limited to, Account details and information submitted using any of our Services or Systems;
<b>“Rainbow Florist Supplies Ltd.”</b>	means Rainbow Florist Supplies Limited, a Company registered in England & Wales, Registration Number 02657551, of Unit 2E, Herald Industrial Estate, Hedge End, Southampton SO30 2JW United Kingdom and any trading name utilised by the Company.
<b>“Service”</b>	means collectively any online facilities, tools, services or information that Rainbow Florist Supplies Ltd. makes available through the Web Site either now or in the future;
<b>“System”</b>	means any online communications infrastructure that Rainbow Florist Supplies Ltd. makes available through the Web Site either now or in the future. This includes, but is not limited to, web-based email, message boards, live chat facilities and email links;
<b>“User” / “Users”</b>	means any third party that accesses the Web Site and is not employed by Rainbow Florist Supplies Ltd. and acting in the course of their employment; and
<b>“Web Site”</b>	means the website that you are currently using ( <a href="http://www.rainbowfloristsupplies.co.uk">http://www.rainbowfloristsupplies.co.uk</a> ).

## **2. Data Collected**

Without limitation, any of the following Data may be collected:

- 1.1 Name, address and postal code;
- 1.2 contact information such as email addresses and telephone numbers;
- 1.3 financial information such as credit / debit card numbers;
- 1.4 IP address (automatically collected);
- 1.5 web browser type and version (automatically collected);
- 1.6 operating system (automatically collected);
- 1.7 a list of URLs starting with a referring site, your activity on this Web Site, and the site you exit to (automatically collected); and
- 1.8 Cookie information (see Clause 9 below).

## **2. Our Use of Data**

- 2.1 Any personal Data you submit will be retained by Rainbow Florist Supplies Ltd. for as long as you use the Services and Systems provided on the Web Site.
- 2.2 Unless we are obliged or permitted by law to do so, and subject to Clause 4, your Data will not be disclosed to third parties.
- 2.3 All personal Data is stored securely in accordance with the principles of the Data Protection Act 1998 - for more details on security, see Clause 9 below.
- 2.4 Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Web Site. Specifically, Data may be used by us for the following reasons:
  - 2.4.1 internal record keeping;
  - 2.4.2 improvement of our products / services;
  - 2.4.3 transmission by email of promotional materials that may be of interest to you;
  - 2.4.4 contact for market research purposes which may be done using email, telephone, fax or mail. Such information may be used to customise or update the Web Site.

## **3. Third Party Web Sites and Services**

Rainbow Florist Supplies Ltd. may, from time to time, employ the services of other parties for dealing with matters that may include, but are not limited to, payment handling, delivery of purchased items, search engine facilities, advertising and marketing. The providers of such services have access to certain personal Data provided by Users of this Web Site. Any Data used by such parties is used only to the extent required by them to perform the services that Rainbow Florist Supplies Ltd. requests. Any use for other purposes is strictly prohibited. Furthermore, any Data that is processed by third parties must be processed within the terms of this Policy and in accordance with the Data Protection Act 1998.

## **4. Changes of Business Ownership and Control**

- 4.1 Rainbow Florist Supplies Ltd. may, from time to time, expand or reduce its business and this may involve the sale of certain divisions or the transfer of control of certain divisions to other parties. Data provided by Users will, where it is relevant to any division so transferred, be transferred along with that division and the new owner or newly controlling party will, under the terms of this Policy, be permitted to use the Data for the purposes for which it was supplied by you.
- 4.2 In the event that any Data submitted by Users will be transferred in such a manner, you will not be contacted in advance and informed of the changes.

## 5. **Controlling Access to your Data**

- 5.1 Wherever you are required to submit Data, you will be given options to restrict our use of that Data. This may include the following:
- 5.1.1 use of Data for direct marketing purposes; and
  - 5.1.2 sharing Data with third parties.

## 6. **Your Right to Withhold Information**

- 6.1 You may access this Web Site without providing any Data at all. However, to use all Services and Systems available on the Web Site you may be required to submit Account information or other Data.
- 6.2 You may restrict your internet browser's use of Cookies. For more information see Clause 9 below.

## 7. **Accessing your own Data**

- 7.1 It is not possible for you to access your Account to view or amend the Data. If you need to modify or update your Account if your circumstances change, you must contact us directly. Additional Data as to your marketing preferences may also be stored and you may change this at any time by contacting us directly or clicking 'Unsubscribe' in a marketing email.
- 7.2 You have the right to ask for a copy of your personal Data on payment of a small fee.

## 8. **Security**

Data security is of great importance to Rainbow Florist Supplies Ltd. and to protect your Data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure Data collected online.

## 9. **Cookies**

- 9.1 Rainbow Florist Supplies Ltd. operates this Web Site using proprietary software that sets and accesses first-party Cookies on your computer. These Cookies are integral to the services provided by the Web Site to you.
- 9.2 You can choose to enable or disable Cookies in your web browser. By default, your browser will accept Cookies, however this can be altered. For further details please consult the help menu in your browser. Disabling Cookies may prevent you from using the full range of Services available on the Web Site.
- 9.3 You may delete Cookies, however you may lose any information that enables you to access the Web Site more quickly.
- 9.4 This Web Site uses third-party Cookies for the purposes of payment processing, search engine optimisation, and monitoring advertising & marketing campaigns. These Cookies are not integral to the services provided by the Web Site to you and may be blocked at your choosing via your internet browser's privacy settings. Please ensure that your internet browser is up-to-date and consult the help and guidance provided by the developer of your browser if you are unsure as to how to adjust your privacy settings.

## 10. **Changes to this Privacy Policy**

Rainbow Florist Supplies Ltd. reserves the right to change this Privacy Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Web Site and you are deemed to have accepted the terms of the Policy on your first use of the Web Site following the alterations.

25<sup>th</sup> May 2011