Privacy policy

This privacy policy sets out how we collect information about you, what information we collect and what we do with it. References in this policy to “we” and “us” are to:

Copper Green

24 Wells Road, Radstock, BA3 3RP

07821151013

hello@copper-green.co.uk

What do we collect?

We collect and use the following information about you:

Your name

Your address

Your email address

Your mobile phone number

Your credit card number

How often you access our website and other usage statistics

How do we collect it?

The information we hold on you is information that you have given us yourself, either by signing up to our mailing list or social media group or when buying something from us.

We do not acquire information about you from external sources. We do not buy-in lists from marketing companies, for example.

What do we do with the information once we have it?

If you gave us information in the course of buying something from us, then we will obviously use that information to fulfil that contract.

Other than that, we will mainly use the information that we hold on you to send you periodic emails. Generally, these will inform you of any new goods or services that we provide or will contain stories or musings that we find interesting or funny and that we think you will too. You are free to unsubscribe from our mailing list at any time by clicking on the relevant link at the bottom of any of our emails.

Our email mailing list is administered by another company (mainly because we don’t have the time and expertise to that ourselves). Our terms of agreement with that company state that they are not to use information that they get from us for any purpose other than administering our mailing list.

How we store your information?

Your information is securely stored by us on our computer system and by our mailing list company on theirs.

We keep contact information until you unsubscribe from our mailing list. We will then dispose your information by deleting it from our system and instructing our mailing list company to do the same. We also carry out periodic exercises to ensure that the information that we hold on you is accurate and up to date.

Your data protection rights

Under data protection law, you have rights including:

**Access** - You have the right to ask us for copies of information that we hold on you.

**Rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Restriction of processing** - You have the right to ask us to restrict using information we hold about you in certain circumstances.

**Object to processing** - You have the right to object to the use of information we hold on you in certain circumstances.

**Data portability** - You have the right to ask that we transfer the information we hold on you to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [insert email address, phone number and or postal address] if you wish to make a request.

Changes to this policy

Laws and practice change from time to time and so may the way in which we use information that we hold on you. We will try to give you reasonable notice of any significant upcoming changes by posting on our website or by sending out a special email.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [Insert your organisation’s contact details for data protection queries].

You can also complain to the Information Commissioner’s Office (the government body that oversees all things data protection) if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk