



Wednesday, 30 May 2018

Privacy policy

At RV Roger, we take personal data security seriously and collect only the minimum amount of information from customers, sufficient to help us manage each account. For example, to give information about the status of an order or its whereabouts during delivery periods. Or, to keep customers up to date with news about new products, or events such as The Ryedale Rose Festival.

Without this degree of customer information (especially the email and telephone contacts) communications would inevitably take many times longer, and could potentially lead to delays in delivery of orders, with possible damage or loss of plant material.

We need to share some of this information with organisations delivering your orders, to ensure that they arrive securely, and also to provide customers with a link to track its arrival. However, this data cannot then be used by them for any other purpose, and we hold assurances from them that this is the case. None of this information is made available to any other organisation or individual for any reason and all information is stored securely on our network with access regulated by logins and passwords known only to staff.

Where hardcopy data has to be retained for statutory purposes, it is stored in a secure location with restricted access. Additionally, our offices are secured out of working hours, with access limited to authorised staff during the day, to ensure that no personal data can be overlooked by unauthorised persons.

We don't use 'cookies' on our website (cookies are small text files stored in your browser to help you navigate websites efficiently). Our website contains links to other organisations, but this privacy policy only applies to our website. So, when you link to other websites you should read their privacy policies too.

We want to make sure that customers' personal information is accurate and up to date. And, all customers therefore have the right to request a copy of the information that we hold about them at any time, by emailing or writing to the Data Protection Officer at the following address. Customers can ask us to correct or erase any information that they believe is inaccurate (except any that must be held for statutory purposes), and to opt out of receiving marketing information at any time.

Our privacy policy is openly and freely accessible on our website (link www.rvroger.co.uk),

RV Roger Ltd

3rd generation nurserymen



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By post:

RV Roger Ltd
The Nurseries
Pickering
North Yorkshire
YO18 7JW

Telephone:

01751 472226

Email:

Sales@rvroger.co.uk

Examples of customer data held:

- Title and name
- Postal address including postcode
- Any special instructions regarding access (gates, narrow entrances for delivery)
- Email address
- Telephone numbers (Landline and mobile)

The Nurseries, Pickering, North Yorkshire. YO18 7JW

Tel: (01751) 472226 Fax: (01751) 476749

e:sales@rvroger.co.uk