



PLANTS

Policies &
Terms of Business
2024



Updated
August 2024

About Our Website

Welcome to the G Plants commercial website. This website aims to provide key information to stockists about our product ranges. Please feel free to browse our products but for full product specifications and prices, please contact us on sales@gplants.com.

If you are new to our ranges and wish to receive further information, please register your details and one of our sales representatives will contact you. Our aim is to keep our website easy and straight forward to use, if you have any problems please contact us using the contact us page.

Website Privacy Policy

The privacy policy sets out how G Plants Ltd uses and protects and information that you give to us when using this website.

If you have any questions about your privacy when using our website, please contact info@gplants.com.

What personal information we collect:

We collect any personal information you voluntarily give us and that personally identifies you including contact information such as your name, email address, company name, address, phone number and other information about yourself or your business.

Methods Of Collection

We collect personal information from you when you submit online forms on our website, email us with an enquiry, or call us.

Our main reason for collecting personal information is to respond to an enquiry, complaint or send out information requested by you.

Our website may also collect information automatically about your visit to our website, please see our cookies section for more information.

How We Use Your Personal Information

We may process your personal information to:

- Improve your experience when using our website.
- Send you information by email, post or other means, relating to our business.
- Maintain internal records.

Our lawful basis for processing your information in this way is our legitimate interest in marketing our products to you. We will never sell your personal information to any third party and will not share your data with any other data controllers unless compelled to do so by law.

Email Marketing (B2B website ONLY)

Our use of your personal data may include occasional email marketing. You may opt out of any of our email marketing types using the links at the bottom of any marketing email we send, or by contacting info@gplants.com.

External Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Access To Your Personal Information

You have the right to access any information we hold about you.

To request access please email info@gplants.com using the email address we hold for you or otherwise proving your identity.

Rectification Of Personal Information

If any of the information we hold on you is inaccurate or incomplete, you may ask us to correct or complete it at any time.

Your Right To Be Forgotten

You may request the deletion of any email we hold on you at any time.

Be aware that requesting deletion, unlike unsubscribing from specific emails, is total and irreversible.

This means that we will also lose record of you having ever been on our systems, including any previous instructions you have given us opting out of specific emails types. If you re-join our systems, by voluntarily providing your personal information, you will appear to us as a completely new data subject. This does not affect your other rights in any way.

To request deletion of your personal information, contact info@gplants.com using the email address we hold for you or otherwise proving your identity.

We will delete your information within one month of receiving your request.

Cookies

Cookies are very small text files that are stored on your computer when you visit some websites.

We use cookies only in order to track how you use and experience our website and build anonymous statistical data about how our website is performing.

The types of cookie you can expect to see in use on our website are from:

Google Analytics - statistical analysis of website performance.

You can choose to accept or decline cookies in your browser settings. Declining the use of cookies may prevent you from taking full advantage of the website.

Changes to this Privacy Policy

G Plants Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.



Company Policies

Environmental Policy

It is our intention to always search for ways in reducing the effect that our products, packaging and activities might have in the natural environment and to use and promote where ever possible fully biodegradable materials.

Packaging

As a 'small to medium' size company G Plants Ltd is currently exempt from most of the laws, regulations and guide lines set out by the Environmental Agency. However, we are aware that our customers aren't exempt from these regulations and so we keep details of all packaging used in the manufacture of our products.

These include:

Paper/cardboard — (picture cards, cappers, POS material, outer and inner boxes)

Plastics — (inner packs, seed trays etc.)

Wood — (display stands and pallets)

Metals v (staples and aluminum foil)

Glass and ceramics — not used in the packaging of goods

Suppliers

All suppliers to G Plants Ltd must comply with either the UK environmental laws or their own local laws (minimum EEC standards).

Equal Opportunities

G Plants operates under a strict Equal Opportunities Policy.

G Plants is fully committed to the principle of equal opportunities in recruitment and employment and opposes all forms of unlawful or unfair discrimination including those on the grounds of:

Age

Disability

Ethnic Or National Origin

HIV Status

Marital Status

Nationality (Including Citizenship)

Race

Religion

Sex

Sexual Orientation

G Plants aims to treat all employees with dignity and respect and provide a working environment free from all discrimination. It will conduct its affairs at all times in a manner that is consistent with this aim.

G Plants believes that it is in the organisations best interests, and of those that work in it, to ensure that the human resources, talents and skills available throughout the country are considered when employment opportunities arise. To this end, within the framework of the law, G Plants is committed to achieving and maintaining, whenever practicable, a workforce which broadly reflects the entire country. Every possible step will be taken to ensure that employees and job applicants are treated equally and fairly and that decisions on recruitment, selection, training, promotion, pay and career management are based solely on objective and job related criteria.

Criteria for dismissal, including redundancy, will be solely those consistent with the provisions of G Plants Disciplinary and Dismissals Procedure. Individual employees, at all levels are responsible for ensuring that their own conduct, in the exercise of G Plants affairs, is consistent with this equal



opportunities policy. In particular they must not: discriminate against colleagues, other employees or job applicants, or harass them; induce, or attempt to induce, other employees to practice unlawful discrimination; victimise individuals who have made allegations or complaints of discrimination, or provided information about such discrimination.

Management and supervisors at all levels are expected to set an example in non-discriminatory behavior and to ensure, as far as reasonably practicable, that employees act in accordance with this policy. G Plants will treat seriously any breaches of this policy and all instances of actual, or alleged inappropriate behavior, will be fully investigated.

G Plants will identify any scope for the provision of training and encouragement to assist in overcoming barriers to progression and appointment.

In order to achieve effective implementation of the policy, G Plants will ensure that this Policy Statement is brought to the attention of all employees.



Legislative references

The Sex Discrimination Acts 1975 and 1986

The Race Relations Acts 1976

The Disabled Persons (Employment) Acts 1944 and 1958

Equal Pay Act 1970 and Equal Pay (Amendment) Regulations 1983

Ethics Policy

It is the policy of G Plants Ltd that its employees and board members uphold the highest standards of ethical, professional behavior. To that end, these employees and board members shall dedicate themselves to carrying out the mission of this organization and shall:

1. Hold paramount the safety, health and welfare of the public in the performance of professional duties.
2. Act in such a manner as to uphold and enhance personal and professional honor, integrity and the dignity of the profession.
3. Treat with respect and consideration all persons, regardless of race, religion, gender, sexual orientation, maternity, marital or family status, disability, age or national origin.
4. Engage in carrying out G Plants Ltd mission in a professional manner.
5. Collaborate with and support other professionals in carrying out G Plants Ltd's mission.
6. Build professional reputations on the merit of services and refrain from competing unfairly with others.
7. Recognize that the chief function of G Plants Ltd at all times is to serve the best interests of its constituency.
8. Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct themselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
9. Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.
10. Keep the community informed about issues affecting it.
11. Conduct organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
12. Exercise whatever discretionary authority they have under the law to carry out the mission of the organization.
13. Serve with respect, concern, courtesy, and responsiveness in carrying out the organization's mission.
14. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all activities in order to inspire confidence and trust in such activities.
15. Avoid any interest or activity that is in conflict with the conduct of their official duties.
16. Respect and protect privileged information to which they have access in the course of their official duties.

17. Strive for personal and professional excellence and encourage the professional developments of others.

Health and Safety Policy

Introduction

We have a legal and moral duty to make sure the offices, factories, warehouses and workplaces used by the company's staff are safe and a healthy working environment is maintained as is reasonably practicable. This document comprises G Plants policy, organisation and arrangements for the health, safety and welfare of staff, contractors, visitors and others.

The policy communicates the beliefs, direction and commitment to health and safety on the company's premises. Our primary aim is to manage the risks to those who may be affected by the company's actions or omissions. Such management will form part of the general operation of the company and assist in reducing losses resulting from failure to control.

General Statement of Policy for Health & Safety

The company recognises that health and safety, as with any other corporate responsibility, has to be managed successfully at all levels. Successful health and safety management contributes to the companies overall performance by preserving and developing human and physical resources, reducing costs and liabilities and is an expression of corporate responsibility. All staff can make a valid contribution to achieving this objective and have a duty to take reasonable care of themselves and those affected by their actions or omissions.

The company is committed to improving performance in health and safety and is also committed to health promotion by encouraging the adoption of healthier lifestyles by its staff.

Statutory requirements and the general duty of care form the basis upon which the companies health and safety commitment is built. By realistic planning, review and development, the company undertakes to achieve successful health and safety management and appropriate resources will be made available for this purpose. The company will ensure that the policy objectives are adopted and implemented.

The company recognises the importance staff have in formulating and reviewing the policy. All are encouraged to comment and make representation regarding the policy through existing communication links with their line managers, departmental safety officer, trade union safety representative or the secretary to the health and safety officer. It is the responsibility of the directors, to ensure that this policy is fully implemented, regularly reviewed and communicated within the company.

The review, implementation and communication will be co-ordinated by the Health and Safety Officer.



Data Protection Policy

1. Introduction

This Policy sets out the obligations of GPlants Ltd (“company”) with regard to data protection and the rights of website users (“data subjects”) in respect of their personal data under the Data Protection Act 1998 (“the Act”). Under the Act, “personal data” is defined as data which relates to a living individual who can be identified from that data or from that data and other information which is in the possession of, or is likely to come into the possession of, the data controller (the Company in this context), and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.

This Policy sets out the procedures that are to be followed when dealing with personal data. The procedures set out herein must be followed at all times by the Company, its employees, agents, contractors, or other parties working on behalf of the Company.

The Company is committed not only to the letter of the law but also to the spirit of the law and places a high premium on the correct, lawful and fair handling of all personal data, respecting the legal rights, privacy and trust of all individuals with whom it deals.

The Company is registered with the Information Commissioner as a data controller under the register held by the Information Commissioner pursuant to Section 19 of the Act.

2. The Data Protection Principles

This Policy aims to ensure compliance with the Act. The Act sets out eight principles with which any party handling personal data must comply. All personal data:

2.1 - Must be processed fairly and lawfully, meaning that at least one of the following conditions must be met:

2.1.1 - The data subject has given his or her consent to the processing;

2.1.2 - The processing is necessary for the performance of a contract to which the data subject is a party, or for the taking of steps at the request of the data subject with a view to entering into a contract;

2.1.3 - The processing is necessary for compliance with any legal obligation to which the data controller is subject, other than an obligation imposed by contract;

2.1.4 - The processing is necessary in order to protect the vital interests of the data subject;

2.1.5 - The processing is necessary for the administration of justice, for the exercise of any functions of either House of Parliament, for the exercise of any functions conferred on any person by or under any enactment, for the exercise of any functions of the Crown, a Minister of the Crown or a government department, or for the exercise of any other functions of a public nature exercised in the public interest by any person;

2.1.6 - The processing is necessary for the purposes of legitimate interests pursued by the data controller or by the third party or parties to whom the data is disclosed, except where the processing is unwarranted in any particular case by reason of prejudice to the rights and freedoms or legitimate interests of the data subject.

2.2 - Where the personal data is sensitive personal data (defined below in Part 4 of this Policy), at least one of the following conditions must be met:

2.2.1 - The data subject has given his or her explicit consent to the processing of the personal data;

2.2.2 - The processing is necessary for the purposes of exercising or performing any right or obligation which is conferred or imposed by law on the data controller in connection with employment;

2.2.3 - The processing is necessary in order to protect the vital interests of the data subject or another person in a case where consent cannot be given by or on behalf of the data subject, or the data controller cannot reasonably be expected to obtain the consent of the data subject, or in order to protect the vital interests of another person, in a case where consent by or on behalf of the data subject has been unreasonably withheld;

2.2.4 - The processing is carried out in the course of the legitimate activities of any body or association which is not established or conducted for profit, and exists for political, philosophical, religious or trade-union purposes, is carried out with appropriate safeguards for the rights and freedoms of data subjects, relates only to individuals who either are members of the body or association or have regular contact with it in connection with its purposes, and does not involve disclosure of the personal data to a third party without the consent of the data subject;

2.2.5 - The information contained in the personal data has been made public as a result of steps deliberately taken by the data subject;

2.2.6 - The processing is necessary for the purpose of, or in connection with, any legal proceedings (including prospective legal proceedings), the processing is necessary for the purpose of obtaining legal advice, or is otherwise necessary for the purposes of establishing, exercising or defending legal rights;

2.2.7 - The processing is necessary for the administration of justice, for the exercise of any functions of either House of Parliament, for the exercise of any functions conferred on any person by or under an enactment, or for the exercise of any functions of the Crown, a minister of the Crown or a government department;

2.2.8 - The processing is either the disclosure of sensitive personal data by a person as a member of an anti-fraud organisation or otherwise in accordance with any arrangements made by such an organisation, or any other processing by that person or another person of sensitive personal data so disclosed, and is necessary for the purposes of preventing fraud or a particular kind of fraud;

2.2.9 - The data subject has given his or her explicit consent to the processing of the personal data;

2.2.10 - The processing is necessary for medical purposes and is undertaken by a health professional, or a person who in the circumstances owes a duty of confidentiality which is equivalent to that which would arise if that person were a health professional;

2.2.11 - 2.1.16 The processing is of sensitive personal data consisting of information as to racial or ethnic origin, the processing is necessary for the purpose of identifying or keeping under review the existence or absence of equality of opportunity or treatment between persons of different racial or ethnic origins, with

a view to enabling such equality to be promoted or maintained, and is carried out with appropriate safeguards for the rights and freedoms of data subjects.

2.3 - Must be obtained only for specified and lawful purposes and shall not be processed in any manner which is incompatible with those purposes;

2.4 - Must be adequate, relevant and not excessive with respect to the purposes for which it is processed;

2.5 - Must be accurate and, where appropriate, kept up to date;

2.6 - Must be kept for no longer than is necessary in light of the purpose(s) for which it is processed;

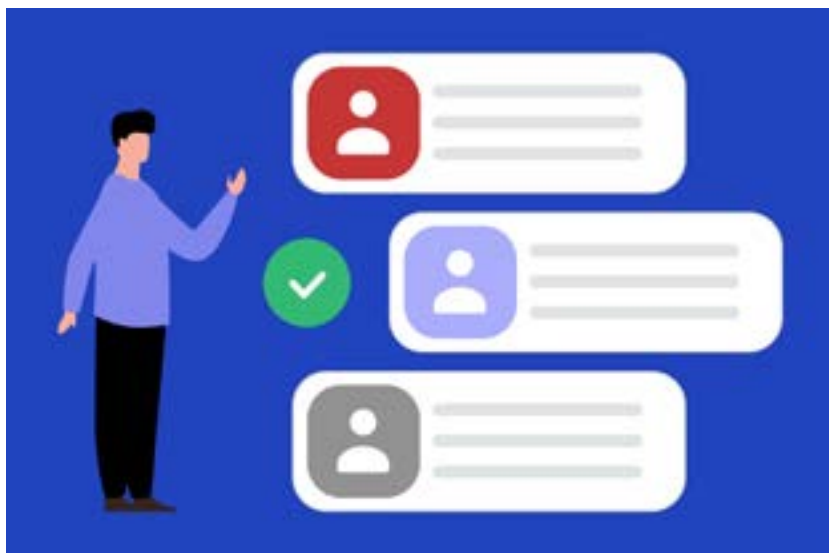
2.7 - Must be processed in accordance with the rights of data subjects under the Act (for which, see Part 3 of this Policy);

2.8 - Must be protected against unauthorised or unlawful processing, accidental loss, destruction or damage through appropriate technical and organisational measures; and

2.9 - Must not be transferred to a country or territory outside of the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data

3. Rights of Data Subjects

Under the Act, data subjects have the following rights:



The right to access a copy of their personal data held by the Company by means of a Subject Access Request (for which, see Part 8 of this Policy);

The right to object to any processing of his or her personal data that is likely to cause (or that is causing) damage or distress. Data subjects should make any such objection in writing to Alex Reihl ("Data Protection Officer") and the Company shall respond within 21 days either notifying the data subject of its compliance, or explaining why the Company feels that any aspect of the data subject's request is unjustified;

The right to prevent processing for direct marketing purposes;

The right to object to decisions being taken by automated means (where such decisions will have a significant effect on the data subject) and to be informed when any such decision is taken (in which case the data subject has the right to require the data controller (by written notice) to reconsider the decision);

The right to have inaccurate personal data rectified, blocked, erased or destroyed in certain circumstances;

The right to claim compensation for damage caused by the Company's breach of the Act.

4. Personal Data

Personal data is defined by the Act as data which relates to a living individual who can be identified from that data or from that data and other information which is in the possession of, or is likely to come into the possession of, the data controller, and includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.

The Act also defines "sensitive personal data" as personal data relating to the racial or ethnic origin of the data subject; their political opinions; their religious (or similar) beliefs; trade union membership; their physical or mental health condition; their sexual life; the commission or alleged commission by them of any offence; or any proceedings for any offence committed or alleged to have been committed by them, the disposal of such proceedings or the sentence of any court in such proceedings.

The Company only holds personal data that is directly relevant to its dealings with a given data subject. That data will be collected, held, and processed in accordance with the data protection principles and with this Policy. The following data may be collected, held and processed by the Company:

Name, to identify individuals;

Email address, to contact individuals who contact us through the website;

Telephone number, to contact individuals should their email address be incorrect;

Address, to reply to correspondence or send products out to individuals.

5. Processing Personal Data

Any and all personal data collected by the Company (as detailed in Part 4 of this Policy) is collected in order to ensure that the Company can provide the best possible service to its customers, and can work effectively with its partners, associates and affiliates and efficiently manage its employees, contractors, agents and consultants. The Company may also use personal data in meeting certain obligations imposed by law.

Certain data collected by the Company, such as IP addresses, certain information gathered by cookies, pseudonyms and other non-identifying information will nonetheless be collected, held and processed to the same standards as personal data.

Personal data may be disclosed within the Company, provided such disclosure complies with this Policy. Personal data may be passed from one department to another in accordance with the data protection principles and this Policy. Under no circumstances will personal data be passed to any department or any individual within the Company that does not reasonably require access to that personal data with respect to the purpose(s) for which it was collected and is being processed.

In particular, the Company shall ensure that:

All personal data collected and processed for and on behalf of the Company by any party is collected and processed fairly and lawfully;

Data subjects are always made fully aware of the reasons for the collection of personal data and are given details of the purpose(s) for which the data will be used;

Personal data is only collected to the extent that is necessary to fulfil the purpose(s) for which it is required;

All personal data is accurate at the time of collection and kept accurate and up to date while it is being held and/or processed;

No personal data is held for any longer than necessary in light of the purpose(s) for which it is required;

A suitable online privacy policy is implemented, maintained and followed;

Whenever cookies or similar technologies are used online by the Company, they shall be used strictly in accordance with the requirements of the Privacy and Electronic Communications Regulations, providing full details of cookie use and guidance on privacy;

Individuals are provided with a simple, accessible method of amending any data submitted by them online;

Individuals are informed if any data submitted by them online cannot be fully deleted at their request under normal circumstances (for example, because a file uploaded by a user has been backed up) and how to request that the Company deletes any other copies of that data, where it is within the individual's right to do so;

All personal data is held in a safe and secure manner, as detailed in Part 6 of this Policy, taking all appropriate technical and organisational measures to protect the data;

All personal data is transferred securely, whether it is transmitted electronically or in hard copy, using a secure network system;

No personal data is transferred outside of the European Economic Area (as appropriate) without first ensuring that the destination country offers adequate levels of

protection for personal data and the rights of data subjects; and
All data subjects can fully exercise their rights with ease and without hindrance.

6. Data Protection Procedures

The Company shall ensure that all of its employees, agents, contractors, or other parties working on behalf of the Company comply with the following when working with personal data:

Personal data may be transmitted over secure networks only – transmission over unsecured networks is not permitted in any circumstances;
Personal data contained in the body of an email, whether sent or received, should be copied from the body of that email and stored securely. The email itself should be deleted. All temporary files associated therewith should also be deleted;
Where Personal data is to be sent by facsimile transmission the recipient should be informed in advance of the transmission and should be waiting by the fax machine to receive the data;
No personal data may be shared informally.
Personal data must be handled with care at all times and should not be left unattended or on view to unauthorised employees, agents, sub-contractors or other parties at any time;
If personal data is being viewed on a computer screen and the computer in question is to be left unattended for any period of time, the user must lock the computer and screen before leaving it;
Any unwanted copies of personal data (i.e. printouts or electronic duplicates) that are no longer needed should be disposed of securely. Hardcopies should be shredded and electronic copies should be deleted securely.
No personal data should be stored on any mobile device (including, but not limited to, laptops, tablets and smartphones), whether such device belongs to the Company or otherwise.
No personal data should be transferred to any device personally belonging to an employee.
All personal data stored electronically should be backed up and stored onsite.
All electronic copies of personal data should be stored securely using passwords and data encryption;
All passwords used to protect personal data should be changed regularly and should not use words or phrases that can be easily guessed or otherwise compromised. All passwords must contain a combination of uppercase and lowercase letters, numbers, and symbols. All software used by the Company is designed to require such passwords;
Where personal data held by the Company is used for marketing purposes, it shall be the responsibility of Alex Reihl (“Data Protection Officer”) to ensure that no data subjects have added their details to any marketing preference databases including, but not limited to, the Telephone Preference Service, the Mail Preference Service, the Email Preference Service, and the Fax Preference Service.

7. Organisational Measures

The Company shall ensure that the following measures are taken with respect to the collection, holding and processing of personal data:

The Company has appointed Alex Reihl as its Data Protection Officer with the specific responsibility of overseeing data protection and ensuring compliance with this Policy and with the Act. The Data Protection Officer shall in particular be responsible for:
Overseeing the implementation of, and compliance with this Policy, working in conjunction with the relevant employees, managers and/or department heads, agents, contractors and other parties working on behalf of the Company;
Organising suitable and regular data protection training and awareness programmes within the Company;
Reviewing this Policy and all related procedures.
All employees, agents, contractors, or other parties working on behalf of the Company are made fully aware of both their individual responsibilities and the Company’s responsibilities under the Act and under this Policy.
Only employees, agents, sub-contractors, or other parties working on behalf of the Company that need access to and use of personal data in order to carry out their assigned duties correctly shall have access to personal data held by the Company;
All employees, agents, contractors, or other parties working on behalf of the Company handling personal data will be appropriately trained to do so;
All employees, agents, contractors, or other parties working on behalf of the Company handling personal data will be appropriately supervised;
Methods of collecting, holding and processing personal data shall be regularly evaluated and reviewed;
The Performance of those employees, agents, contractors, or other parties working on behalf of the Company handling personal data shall be regularly evaluated and reviewed;
All employees, agents, contractors, or other parties working on behalf of the Company handling personal data will be bound to do so in accordance with the principles of the Act and this Policy by contract;
All agents, contractors, or other parties working on behalf of the Company handling personal data must ensure that any and all of their employees who are involved in the processing of personal data are held to the same conditions as those relevant employees of the Company arising out of this Policy and the Act;

8. Access by Data Subjects

A data subject may make a subject access request (“SAR”) at any time to find out more about the information which the Company holds about them.

SARs should be made in writing, addressed to Alex Reihl, GPlants Ltd, Unit 7, Pioneer Works, Kelly Street, Blackburn, BB4 4PJ.

A SAR may be made using the Company’s Subject Access Request Form, but does not have to be, and if it is not, it should be clearly identifiable as a SAR.

SARs must make it clear whether it is the data subject themselves that is making the request or whether it is a person acting on his or her behalf. In either case, proof of identity must be provided. If the SAR is made on another’s behalf, the individual making the request must provide clear evidence of their authorised capacity to act on behalf of the data subject.

Under the GDPR, no fee is payable and we will provide any and all information in response to your request free of charge. Please contact Us for more details at sales@gplants.com, or using the contact above.

Upon receipt of a SAR the Company shall have a maximum period of 40 calendar days within which to respond fully[, but shall always aim to acknowledge receipt of SARs within 30 days. The following information will be provided to the data subject:

Whether or not the Company holds any personal data on the data subject;
A description of any personal data held on the data subject;
Details of what that personal data is used for;
Details of how to access that personal data and how to keep it up to date;
Details of any technical terminology or codes.

9. Notification to the Information Commissioner’s Office

As a data controller, the Company is required to notify the Information Commissioner’s Office that it is processing personal data.

Data controllers must renew their notification with the Information Commissioner’s Office on an annual basis. Failure to notify constitutes a criminal offence.

Any changes to the register must be notified to the Information Commissioner’s Office within 28 days of taking place.

The Data Protection Officer shall be responsible for notifying and updating the Information Commissioner’s Office.

Privacy Policy

GPlants Ltd understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website, www.gplants.com and (subject to the limited exceptions in section 6, below) We do not collect personal data about you unless you contact us (see section 5, below). Any personal data we do collect will only be used as permitted by law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of Our Privacy Policy [is deemed to occur upon your first use of Our Site]. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately

1. Definitions and Interpretation

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

Personal Data - means any and all data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to Us via Our Site. This definition shall, where applicable, incorporate the definitions provided in the General Data Protection Regulation ("GDPR"); and

We/Us/Our - means GPlants Ltd, a limited company registered in England under company number 06612649, whose registered address is Unit 7, Pioneer Works, Kelly Street, Blackburn, BB2 4PJ and whose main trading address is as above.

2. Information About Us

2.1 - Our Site is owned and operated by G Plants Ltd, a limited company registered in England under company number 06612649 whose registered address is Unit 7, Pioneer Works, Kelly Street, Blackburn, BB2 4PJ and whose main trading address is as above.

2.2 - Our VAT number is 934 2690 16

2.3 - Our Data Protection Officer is Alex Reihl, and can be contacted by email at sales@gplants.com, by telephone on 01204 567 810, or by post at Unit 7, Pioneer Works, Kelly Street, Blackburn, BB2 4PJ.

2.4 - We are regulated by APHA (apha.defra.gov.uk).

2.5 - We are members of...

BSCI (The Business Social Compliance Initiative)

BHETA (The British Home Enhancement Trade Association)

GIMA (The Garden Industry Manufacturer's Association)

Gardenex (The UK Federation Of Garden & Leisure Manufacturers)

3. What Does This Policy Cover?

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

4. Your Rights

4.1 - As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:

4.1.1 - The right to be informed about Our collection and use of personal data;

4.1.2 - The right of access to the personal data we hold about you (see section 8);

4.1.3 - The right to rectification if any personal data We hold about you is inaccurate or incomplete (please contact Us using the details in section 9);

4.1.4 - The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like Us to delete it sooner, please contact Us using the details in section 9);

4.1.5 - The right to restrict (i.e. prevent) the processing of your personal data;

4.1.6 - The right to data portability (obtaining a copy of your personal

data to re-use with another service or organisation);

4.1.7 - The right to object to Us using your personal data for particular purposes; and

4.1.8 - Rights with respect to automated decision making and profiling.

4.2 - If you have any cause for complaint about Our use of your personal data, please contact Us using the details provided in section 9 and We will do Our best to solve the problem for you. If We are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office.

4.3 - For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

5. What Data Do We Collect?

5.1 - Subject to section 5.2, We do not collect any personal data from you. We do not place cookies on your computer or device, nor do We use any other means of data collection;

5.2 - If you send Us an email, We may collect your name, your email address, and any other information which you choose to give Us.

6. How Do We Use Your Data?

6.1 - If We do collect any personal data, it will be processed and stored securely, for no longer than is necessary in light of the reason(s) for which it was first collected. We will comply with Our obligations and safeguard your rights under GDPR at all times. For more details on security see section 7, below.

6.2 - As noted above, We do not generally collect any personal data. If you contact Us and We obtain your personal details from your email, We may use them as follows:

6.2.1 - To reply to your email

6.3 - Any and all emails containing your personal data will be deleted no later than 6 months after your query has been resolved.

6.4 - You have the right to withdraw your consent to Us using your personal data at any time, and to request that We delete it.

6.5 - We will not share any of your data with any third parties for any purposes.

7. How and Where Do We Store Your Data?



7.1 - We only keep your personal data for as long as We need to in order to use it as described above in section 6, and/or for as long as We have your permission to keep it.

7.2 - Your data will only be stored in the UK.

7.3 - Data security is very important to Us, and to protect your data We have taken suitable measures to safeguard and secure any data We hold about you (even if it is only your email address).

7.4 - Steps We take to secure and protect your data include:

7.4.1 - All of our data is stored in secure files on a server which is protected and provides effective protection against unauthorised or unlawful processing.

8. How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information in response to your request free of charge. Please contact Us for more details at sales@gplants.com, or using the contact details below in section 9.

9. Contacting Us

If you have any questions about Our Site or this Privacy Policy, please contact Us by email at sales@gplants.com, by telephone on 01204 567 810, or by post at Unit 7, Pioneer Works, Kelly Street, Blackburn, BB2 4PJ. Please ensure that your query is clear, particularly if it is a request for information about the data We hold about you (as under section 8, above).

10. Changes to Our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.



Terms & Conditions Of Trade

NON-CONSUMER SALES ONLY

G Plants Ltd agrees to supply good/services on the following terms and conditions to the exclusion of any other terms and conditions and which may only be verified under authority in writing of the Supplier.

Terms of Payment

Where credit terms are extended and unless separately agreed the due date for payment will be 30 days nett. The due date for payment shall be of the essence. Interest at 5% above HSBC Bank Base Rate is chargeable on overdue accounts. Prices are those ruling at the time of delivery or collection.

Quotations

All quotations are invitations to treat and no order binding on the Supplier until confirmed by issue of the Supplier's order acceptance.

Ownership

All goods supplied remain the property of the supplier until all monies due to the supplier are paid in full and the Customer shall hold them identified accordingly as bailee and grants an irrevocable license to the Supplier to enter on to the Customer's premises for the purpose of repossessing the Supplier's goods.

Delivery

Delivery times are quoted in good faith but Supplier accepts no liability for late delivery. Current minimum order value for UK orders is £500 and €600 for Europe.

Quality

Goods supplied are warranted to be of satisfactory quality but no warranty is given for any particular purpose other than the purpose commonly applied or those specified by the relevant manufacturer.

Any goods claimed to be defective must be returned with the appropriate receipt or evidence of purchase and where it is proved that the goods were defective at the time of sale, the Supplier shall have the options of repair or replacement. The property in replaced goods remain with or reverts to the Supplier.



Returned Goods

The Supplier accepts no liability for goods returned, without the written authority of the Supplier. Cancellation of orders will not be accepted unless agreed in writing by the Supplier and where any cancellation is agreed, the Customer will be liable for handling charge. Time limit on faulty goods is 7 days. The Company does not operate a sale or return policy.

Safe Use

Customers have a duty to use/operate all goods supplied in accordance with manufacturers instructions for safe use and to ensure that such instructions are conveyed effectively by the Customer to any persons using the goods. The Supplier accepts no liability for injury or losses from the use of products except only that liability for death or personal injury as a result of negligence may not be limited or excluded. All contracts for the supply of goods/services shall be deemed to have been agreed with the Supplier's premises and both parties to be bound by English Law.

Customer Complaints

G Plants welcomes and encourages feedback of all kinds from our customers. If you have a Complaint about our goods and/or services, our customer service, or about our employees or agents, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.

It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies.





In particular, the aims of this Complaints Policy are:

- 1.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about G Plants Ltd, our goods and/or services, our customer service, or about our employees.
- 1.2 To ensure that everyone working for or with G Plants Ltd knows how to handle Complaints made by our customers;
- 1.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
- 1.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

If you would like to make a complaint, please contact your sales rep as soon as possible so that we can look into the matter and begin the process to rectify the issue.

Unfair Contract Terms Act

The above terms and conditions have been drawn with the Unfair Contract Terms Act 1977 in mind and the Supplier believes them to be fair and reasonable. If the Customer believes that they are not fair and reasonable he must convey such belief to the Supplier in writing prior to contracting.

For more detailed information on any of our terms and policies please contact info@gplants.com