**Privacy Policy**

Chargrace Soils is committed to protecting the privacy of our site visitors and customers. We will not disclose information about our customers to third parties except where it is a necessary part of providing a service to you (e.g. arranging for a product to be sent to you).

In order to arrange and complete a service and delivery to you, we require your name and address, as well as your telephone number, so we can keep you updated on the progress of your order. We cannot complete your order and delivery without payment, so we require the long number on your credit/debit card, the expiry date and the last three digits on the signature strip.

**Your consent**

We will not rent or sell your name, address, email address, credit card information or personal information to any third party (excluding partners from whom you may have linked to our site) without your permission. If you have purchased from our store and registered with our site, subscribed to one of our newsletters and entered any of our competitions, or advised us of your email address, postal address and telephone number, we may occasionally update you on news and special opportunities via email, post and telephone.

**Communication and marketing**

By becoming a member of The Chargrace Soils and providing us with your email, postal address and telephone number, you consent to receive communication from us about our latest products and special offers (our emails refer to your membership and the products and services we offer including garden plants and gifts, etc) which we think may be of interest to you. The information may also be used to notify you of products and services of third parties, which may be of interest to you.

**Opting out of communication**

You have the option to opt-out of receiving marketing communications from us and/or selected third parties at any time. If you do not wish to receive marketing (emails, postal, telephone) from us and/or selected third parties we recommend you opt-out by visiting the ‘Your account’ area of the website, where this option will be displayed.

**Site statistics**

We may disclose aggregate statistics about the number of visitors to our site or number of purchases made on the site as required by our directors. Data regarding the visitors to our site is obtained using cookies and code which is embedded in the site. Both the cookies and the embedded code provide statistical information about visits to pages on the site, the duration of

individual page view, paths taken by visitors through the site, data on visitors' screen settings and other general information. The Chargrace Soils uses this type of information, as with that obtained from other cookies used on the site, to help it improve the services to its users.

**What are cookies?**

A cookie is a small information file that is sent to your computer and is stored on your hard drive. If you have registered with us then your computer will store an identifying cookie which will save you time each time you visit our site, by remembering your details for you. You can change the settings on your browser to prevent cookies being stored on your computer without your explicit consent.

**Contacting us**

We are always pleased to hear from our customers (even if it is a complaint!) and are grateful for any time you spend providing us with the knowledge we need to ensure our customers are completely satisfied; we want you to return to the site and to recommend us to your friends and family. If you have any questions or feedback about this statement, please do not hesitate to contact our team and we will be delighted to answer any questions you may have. You can do this via our ‘contact us’ pages.