

Privacy policy

Why this privacy statement?

You provide us with your personal data so that we can provide you with our services. We value your privacy, so all information is handled carefully and confidentially. Personal data is handled in accordance with the law. As of May 25, 2018, we comply with the Data Protection Act and GDPR (also known as General Data Protection Regulation). You can read the privacy statement for more information.

How our privacy statement applies

Joly's offers information about how personal data is processed by or on behalf of the company and only applies to visitors to the website and customers of the company.

Joly's does not apply this privacy statement to third-party websites, such as websites or apps that it refers to in its website and emails. Joly's recommends consulting the privacy policies of these third parties at their respective websites.

Identity of Joly's

Joly's is responsible under the Data Protection Act and - with effect from 25 May 2018 - under the General Data Protection Regulation. The privacy statement purpose is to provide information about the collection and processing of personal data by or on behalf of Joly's .

Joly's is known under Companies Registration number Joly's has its registered office address Ballycannon, Croagh in the United Kingdom and can be reached on the email address: info@jolysgardencentre.ie

How do we collect personal data?

Joly's receives information and data from you through the following ways:

By entering into an agreement with us, contacting us via email, telephone or in writing, placing an order in our web shop, registering for activities, using the customer card, or signing up for Joly's newsletter.

Through our own website: in order to conduct, improve, and register our services, we collect a variety of information through our website, our web shop, and our customer cards by the use of cookies, among other things.

Third-party services may be used by us. When we use these services, they act on behalf of Joly's. When these third parties act as processors for Joly's, this privacy statement will also apply to the data collected from these third parties. The collection of data carried out by third parties does not fall under our responsibility. For more information on these third parties' privacy policies, please visit their websites.

What personal data do we collect?

Joly's may process personal data about you because you use the services of Joly's and/or because you provide it to Joly's yourself when you fill in a contact form on the website. Below are the types of personal data can be processed by Joly's:

Information about your home, garden, pets, personal preferences, social media accounts, and login details as well as your name, address, your phone number, email address, and date of birth.

When you pay online via a third party, such as PayPal, we do not save your payment or invoice details. We may also store this information if you provide it to us in any other form, including in writing or by email.

Details about our website, web shop, customer card and digital newsletters, such as IP address, traffic and location data.

Any information you provide when applying for a job with us, such as your CV, application, and any other relevant information.

So, Why do we collect personal information about you?

The purpose of Joly's processing of personal data obtained in the first instance is to fulfill the agreement that is concluded with the customer in order to offer products, services and information, web shop, on our website, and in our physical location, as well as for internal administration purposes. In more detail, we ask for your personal data to help us:

This helps the company establish, maintain and improve contractual relationships with its (potential) customers, and to improve its products and services.

Legal obligations are applied and implemented.

In order to analyze the buying and visitor behavior on our website, web shop, and physical store(s) and compare it with other (similar) stores with which we have an active or passive relationship.

We are happy to provide you with promotions, offers, tips and information by email and/or mail.

The documents purpose is to give purchase-related information like user guides, tips, warranties, receipts, and related products.

Promotions on (potential) customers' birthdays.

Email newsletters may be sent by Joly's. You will find you can unsubscribe by using the link at the bottom of each newsletter if you'd no longer like to receive them.

Your personal data is not used for any purposes other than what has been described in the above.

Who do we share your personal data with?

The companies associated with Joly's, its clients, and subcontractors (such as processors) performing services for us or performing assignments, suppliers, government agencies, and other business contacts may share your personal data with them.

It may be necessary for Joly's to provide your details due to a statutory requirement or in response to a request from authorities.

In accordance with European legislation, Joly's has taken the necessary organisational and contractual measures to secure the processing and protection of personal data.

What cookies do we apply?

Cookies are used on our website to save technical information. A cookie is a small information file left on your device by a website, and it allows our website to track your activities. Cookies, for example, allow us to track:

Visitors' IP addresses;

Visit date and time;

Visitor's referring URL (the site from which they came);

Visited pages on our website;

The type and version of the browser used, as well as the operating system.

Cookies and technical information are used to enhance your experience on our website

The website will be optimized for performance and user experience. Cookies can be placed by Joly's itself as well as by third parties with whom Joly's collaborates. The Joly website places the following types of cookies:

Functional cookies

The website functions properly and provides requested services only through the use of cookies placed by Joly's. We use these cookies to save certain user settings, to store any log-in information, and to improve the website's user-friendliness.

Analytical cookies

In order to improve the experience and quality of the website, Joly's utilizes analytical cookies, such as the Google Analytics cookie. These track, among other things, how many people view a site, which pages they visit, and how long they stay there. We use the collected data to improve the service and to customize the website content to meet the requests and needs of our customers.

In order to use Google Analytics, Joly's has signed a processor agreement with Google. By signing this agreement, Google Analytics cookies will be set in a privacy-friendly manner. No permission has been given by Joly's for Google to use information obtained through Joly's for other services provided by Google.

Tracking or advertising cookies

Cookies that collect data about website users' (internet) behavior are called tracking cookies. In order to use our website optimally, these tracking cookies are used. The cookies, for example, record information about the user's visit so that relevant information, such as filling in any forms or presenting ads that match the user's (search) profile, can be used on a subsequent visit.

Disabling Cookies

You can set your browser to reject all cookies or to alert you when a cookie is sent; however, most browsers are set to accept cookies by default. Some services and features on our site and other websites will not function correctly if cookies are disabled within your browser.

Social media

By selecting any of the social media buttons on our website, you can share information on social media. The social media may place cookies through these buttons. We do not control how these parties use the information. Their use and provision of the information is their responsibility. This use is governed by the privacy policies and general terms and conditions of the relevant social media.

How long do we keep your data?

Unless there is a statutory obligation for retention, Joly's does not store your data longer than necessary for the execution of the agreements and in any case for more than 24 months after termination of the agreement.

The cancellation of a customer card or unsubscription from a newsletter is considered the termination of an agreement in this case. You can request that your data be removed in its entirety (see below).

What are your rights?

Joly's must have the correct personal information. If you wish to object to certain data being used by Joly's, or request your data be inspected, corrected, or removed, please contact us via info@jolysgardencentre.ie. Corrections will be made upon receipt of your written request. Our goal is to respond quickly to your request, the timeline can be within four weeks.

If you are concerned about the way in which your personal data is being used, you can contact Joly's and the legally competent institution in our country.

How do we secure your personal data?

Joly's is committed to protecting the privacy of its customers and takes all the necessary physical, administrative, technical measures and organisational, to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorised modification of personal data / information.

If you feel your personal information/ data is not properly secured or that there is evidence of misuse, or if you would like further information regarding the security of your personal data, please contact Joly's via info@jolysgardencentre.ie.

Changes

Our privacy policy can be changed at any time. We will amend this privacy statement if any changes are made. To stay up to-date on the changes to the privacy statement, we recommend checking it regularly.

Questions, comments, complaints

Please contact us by e-mail on info@jolysgardencentre.ie if you have any questions, comments, or complaints regarding this privacy statement or how Joly's handles your personal data.