



Tel: -01608 683022

Email: - info@oxfordplanters.co.uk Website: - www.oxfordplanters.co.uk

Oxford Planters Ltd and your information.

How we work:

When you contact Oxford Planters by email via our website or directly: Your email address comes directly to us and is not stored in anyway on our website. We reply to you directly, within 24hrs of receiving your email. Once we have replied to your email we **do not** contact you again unless you contact us. Your details do not get stored for marketing. We do not pass your email address to any third party and only three people (Sarah, Karen or Leon) at Oxford Planters, has access to our emails.

If you contact us by telephone: We do not hold any details from your call unless you ask us to get back to you. When we take a phone number or email address from you, we discard the details once they have been used. Again, no information is collected and passed on to any third party.

Once you place your order: When you place an order with us, we raise your invoice and send it across to you. If you prefer not to give your full address we simply ask for the post code and request the full address when we are due to deliver your order. The invoice is then stored in an encrypted folder where it can only be accessed by three people (Sarah, Karen or Leon) at Oxford Planters. The invoices are stored for our reference. We do not contact you after we have received your final payment to us.



Tel: -01608 683022

Email: - info@oxfordplanters.co.uk **Website:** - www.oxfordplanters.co.uk

None of your details are stored on a database, spreadsheet or anything similar as we believe in protecting your privacy.

Your Order: When we work with you, we work with only you! We do not discuss or share your order, name or address with anyone outside of Oxford Planters.

Delivery: To maximise your privacy we (Oxford Planters) deliver our UK orders. Sarah or Leon (Owners and Directors of OP) will usually be your drivers. Delivering directly to you ensures your privacy is protected along with the added reassurance that your order will be delivered safely. On the rare occasion we use a courier for a UK delivery, this will be agreed and arranged with you prior to the delivery. The company we use is Global 360. Global 360 safely deliver our orders to the rest of the World.

Photos: We like to share images of your orders on our social networking platforms – Twitter, Instagram and Facebook. We always ask your permission to use the images prior to posting them. We never say where the images were taken or who the order was for – We never make and tell!

Payment terms: A 50% deposit is required upon ordering. Our lead time begins from the date we receive your deposit – no order will be started prior to receiving your deposit. The remaining balance becomes due once your order is ready for delivery. Payments can be made by bacs, cheque or card over the



Tel: -01608 683022

Email: - info@oxfordplanters.co.uk **Website:** - www.oxfordplanters.co.uk

phone. We do not store bank details and are unable to take a repeat payment.