

Privacy Policy

Blossoms & Blooms Floral Studio

Last updated: July 2026

At Blossoms & Blooms Floral Studio, your privacy matters. Whether you're ordering flowers for someone special, enquiring about wedding floristry, attending a workshop or simply getting in touch, you can be confident that your personal information will always be treated with care, respect and transparency.

This Privacy Policy explains what information we collect, why we collect it, how we use it and the choices you have regarding your personal data.

Blossoms & Blooms Floral Studio is committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. Who we are

Blossoms & Blooms Floral Studio is the data controller responsible for the personal information you provide.

Contact details

Natalie Seviour
Blossoms & Blooms Floral Studio
1 Croft Terrace
Alston
Cumbria
CA9 3JD

Email: hello@blossomsandbloomsfloralstudio.com

2. Information we collect

Depending on the service you request, we may collect:

- Your name
- Postal address
- Delivery address (where applicable)
- Email address
- Telephone number

- Payment information (processed securely by our payment providers)
- Details relating to your order, enquiry or booking
- Photographs of our work, where permission has been given to use them
- Technical information such as your IP address and website usage data through cookies.

We only collect information that is necessary to provide our services and to help improve your experience.

3. How we collect your information

Information may be collected when you:

- contact us by email, telephone, social media or through our website
- place an order
- book a consultation, workshop or event
- request a quotation
- subscribe to marketing communications
- browse our website.

Some information is collected automatically through cookies. These help our website function properly and allow us to understand how visitors use our site. You can manage or disable cookies through your browser settings at any time.

4. How we use your information

Your personal information may be used to:

- process and fulfil your orders
- arrange deliveries
- respond to enquiries
- manage bookings and appointments
- communicate about your order or service
- maintain our business records
- comply with legal and accounting obligations
- send occasional marketing communications where you have chosen to receive them.

We will never send you marketing emails unless you have given your consent, and you can unsubscribe at any time.

5. Sharing your information

We will never sell your personal information.

Where necessary, we may share limited information with trusted third parties who help us provide our services, including:

- delivery partners
- payment providers
- our accountant or professional advisers
- website or IT service providers.

These organisations only receive the information they need to carry out their role and are expected to keep your information secure and confidential.

We may also disclose information where required to do so by law.

6. Keeping your information secure

We take appropriate technical and organisational measures to protect your personal information from loss, misuse or unauthorised access.

Where information is stored electronically, it is protected using secure passwords and appropriate security measures. Payment information is handled securely by trusted payment providers using encrypted connections.

If you believe your personal information has been compromised, please contact us as soon as possible at:

hello@blossomsandbloomsfloralstudio.com

7. How long we keep your information

We only keep your personal information for as long as necessary to fulfil the purpose for which it was collected, including meeting legal, accounting and tax obligations.

When information is no longer required, it will be securely deleted or destroyed.

8. Your rights

Under UK data protection law, you have the right to:

- be informed about how your information is used
- request access to your personal information
- request correction of inaccurate information
- request deletion of your personal information where appropriate
- restrict or object to certain types of processing
- request a copy of your information in a portable format where applicable
- withdraw your consent to marketing communications at any time.

If you wish to exercise any of these rights, please contact us using the details provided above. We will normally respond within one month.

If you remain unhappy with how your information has been handled, you have the right to complain to the UK Information Commissioner's Office (ICO).

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, legal obligations or the services we provide.

The latest version will always be available on our website, and the date at the top of this policy will show when it was last updated.

Contact us

If you have any questions about this Privacy Policy or how your personal information is handled, please contact:

Blossoms & Blooms Floral Studio

Natalie Seviour

Email: hello@blossomsandbloomsfloralstudio.com

Thank you for placing your trust in Blossoms & Blooms Floral Studio. We are committed to treating your personal information with the same care and attention that we give to every bouquet, arrangement and floral experience we create.