



## Privacy Notice

### 1 Introduction

St Ewe Free Range Eggs respects your privacy and is committed to protecting your personal data. We ask that you read this Policy carefully as it contains important information on:

- The personal information we collect about you;
- What we do with your information; and
- Who your information might be shared with.

### 2 How we use your information

We will collect your personal information for the following purposes:

- To identify you and manage any accounts you hold with us;
- To process an order;
- Statistical analysis;
- Where you agree, let you know about other products or services that may be of interest to you;
- Notify you of any changes to our website or to our services that may affect you; and
- Improve our product and services.

### 3 Information we may collect

We collect personal information about you when you register with us, contact us or when you submit a response to an online questionnaire or competition.

We may collect the following personal information:

- Full name;
- Postal address;
- Email address; and
- Telephone numbers;

Please note that we do not collect any information in relation to your payment information, such as credit/debit card details.

### 4 Marketing

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email or mail.



We will only send you marketing messages when you tick the relevant boxes when you provide us with your personal information, and you can opt out at any time. A link to opt-out is available at the bottom of every marketing correspondence.

## 5 Sharing information

Google Analytics:

We use cookies as part of Google analytics to track website usage. This information is anonymous and is not used for advertising on other sites. If you want to opt out of these cookies, you can do so using the tools provided by Google:

<http://tools.google.com/dlpage/gaoptout>

Shopping cart:

We use cookies to enable the shopping cart on our site. They do not use any identifying information and are essential to the working of the shopping cart.

Courier Companies and Carriers:

We work with third party courier companies and carriers to collect from and deliver to our customers. This data will include contact name, address, telephone number and email address.

## 6 Third party links

Our website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third party websites and are not responsible for their privacy notices. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## 7 Your rights

In order to process any of the requests listed below, we may need to verify your identity for your security. In such cases your response will be necessary for you to exercise this right.

- The right to access information we hold about you:

At any point you can contact us to request the information we hold about you as well as why we have that information, who has access to the information and where we got the information.

- The right to correct and update the information we hold about you:

If the data we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure that it is updated.

- The right to have your information erased:

If you feel that we should no longer be using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you the reason why it cannot be deleted.

- The right to object to processing of your data:



You have the right to request that we stop processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights.

- The right to ask us to stop contacting you with direct marketing:

You have the right to request that we stop contacting you with direct marketing. In order to process your request we may need to verify your identity for your security.

- The right to data portability:

You have the right to request that we transfer your data to another controller. Once we have received your request, we will comply where it is feasible to do so.

- Consent:

In those cases where we need your consent to hold your information, we will ask you to check a box on any form requiring consent. By checking these boxes you are stating that you have been informed as to why we are collecting the information, how it will be used, for how long it will be kept, who else will have access to it and what your rights are as a data subject.

## **6 Retention period for personal data**

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- To provide you with the services you have requested; and
- To comply with the law.

## **8 Responding to requests**

We will deal with your subject access request without undue delay and within one month of receipt of your request. However, if the work involved is particularly complex or if numerous requests are made then we may extend this period by up to two additional months. In this case, we will inform you about the extension and explain the reasons.

We will not charge a fee for dealing with your request unless it is manifestly unfounded or excessive. If we charge a fee, we will inform you of this and explain the reasons for doing so. We will explain what steps have been taken in dealing with your request, for example we will set out the source of your personal information we have gathered.

## **9 Our approach to information security**

To protect your information, we have policies and procedures in place to make sure that only authorised personnel can access the information, that information is handled and stored in a secure manner and all systems that can access the information have the necessary security measures in place. In addition to these



operational measures, we also use a range of technologies and security systems to reinforce the policies.

## **10 Contact Details**

St Ewe Free Range Eggs LLP

Ventonwyn Farm

Tregony

Truro

Cornwall

TR2 5SH

Tel: 01872 530320

[Office@stewe.co.uk](mailto:Office@stewe.co.uk)

[www.stewe.co.uk](http://www.stewe.co.uk)

## **11 Complaints**

If you are not satisfied by our actions, you can email us at [office@stewe.co.uk](mailto:office@stewe.co.uk). We always aim to resolve any queries or complaints in a timely and satisfactory manner, however, if you remain dissatisfied, you have the right to refer the matter to the Information Commissioner.

## **12 Updates to the Privacy Notice**

We may change this Notice from time to time. You recommend that you check this Notice occasionally to ensure that you are aware of the most recent version.