

Draynes Farm Privacy Policy

Our Privacy Policy aims to provide you with information on how we collect, use and store your personal information.

Who we are?

Draynes Farm is the trading name of Draynes Farm For the purposes of Data Protection Draynes Farm is the 'controller' of the information you provide to us. Our head office is located at 1 Glenavy Road Lisburn BT283UP

What personal data do we collect?

Information you provide to us when you:

- complete a form on our Website;
- correspond with us by phone, e-mail, or in writing;
- report a problem;
- sign up to receive our communications;
- create an account with us;
- enter into a contract with us to receive products and/or services,

Information we collect about you

The information we may collect from you includes:

- Business Contact information (such as name, postal address, private and or business email address, and telephone/mobile number)
- Business information (such as job title, department and name of organisation, company registration number and vat number)
- Content you provide (current provider billing and contract details,)
- Billing Information (such as Banking Details)
- Ammonise Cookies (such as pages visited, time on page, exit page, connection type).
- We take payments over the phone using credit and debit cards but this information is never stored or captured anywhere

Our landline phone calls are not recorded during Office hours, we do record orders by telephone, which are then deleted after the order is noted.

We operate a CCTV system at our office premises for the detection and prevention of crime. It operates continuously and recordings are held for two months.

We may also take photographs at our events to use for general marketing and publicity.

Information we receive from other sources

We may ask for trade references for a new customer

How do we use your personal data

Contract delivery: we may use your personal data to fulfil your contract, or take steps linked to a contract.

- to provide the products and/or services to you;
- to communicate with you in relation to the provision of the contracted products and services;
- to provide you with administrative support such as account creation, security, and responding to issues and taking payments.

Legitimate Interests: where this is necessary for purposes which are in our, legitimate interest

- Required by law to respond to request by government or law enforcement authorities, or for the prevention of crime or fraud.
- Advise customers of service delivery issues, changes in prices, new or amended products
- Direct Marketing -providing you with updates, offers, and promotions, related to products and services which may be of interest to you;
- Performing analytics on sales/marketing data, determining the effectiveness of promotional campaigns.

We may contact you by e-mail, phone, fax or mail, unless you have opted for us not to do so.

You have the right to opt out of the processing of your personal data on the basis of legitimate interests and direct marketing, as set out below, under the heading Your rights.

Who do we share your personal data with?

- We do not share your information with any other companies

How long we will keep your personal data?

The time frame we keep information varies according to what it is used for. Unless there is a specific legal requirement for us to keep information, we will retain your information for as long as it is relevant and useful for the purpose for which it was collected.

Where do we store your personal data and how is it protected?

We take reasonable steps to protect your personal data from loss or destruction. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable body of a suspected data security breach where we are legally required to do so.

Unfortunately we cannot guarantee the security of transmitting information via the internet or our company website, and therefore have no responsibility or liability for the security of personal information transmitted.

Your Rights

Right to Access

You have the right to request a copy of the personal data that we hold by contacting us at the email or postal address given below.

To help us to process your request you will need to provide the following information:

- Account Number(s)
- Telephone Number(s)
- Address; and
- Date and time (if requesting a call recording)

We will respond within 30 days of request. Please note that there are exceptions to this right. We may be unable to make all information available to you if, for example, making the information available to you would reveal personal data about another person, if we are legally prevented from disclosing such information, or if your request is manifestly unfounded or excessive.

Right to rectification

We aim to keep your personal data accurate and complete. We encourage you to contact us using the contact details provided below to let us know if any of your personal data is not accurate or changes, so that we can keep your personal data up-to-date.

Right to erasure

You have the right to request the deletion of your personal data where, for example, the personal data is no longer necessary for the purposes for which it's collected, where you withdraw your consent to processing, where there is no overriding legitimate interest for us to continue to process your personal data, or your personal data has been unlawfully processed. If you would like to request that your personal data is erased, please contact us using the contact details provided below.

Right to restrict processing

In certain circumstances, you have the right to request that we restrict the further processing of your personal data. This right arises where, for example, you have contested the accuracy of the personal data we hold about you and we are verifying the information, you have objected to processing based on legitimate interests and we are considering whether there are any overriding legitimate interests, or the processing is unlawful and you elect that processing is restricted rather than deleted. Please contact us using the contact details provided below.

Right to data portability

In certain circumstances, you have the right to request that some of your personal data is provided to you, or to another data controller, in a commonly used, machine-readable format. This right arises where you have provided your personal data to us, the processing is based on consent or the performance of a contract, and processing is carried out by automated means. If you would like to request that your personal data is ported to you, please contact us using the contact details provided below.

Right to object

In certain circumstances, you have the right to object to the processing of your personal data where, for example, your personal data is being processed on the basis of legitimate interests and there is no overriding legitimate interest for us to continue to process your personal data, or if your data is being processed for direct marketing purposes. If you would like to object to the processing of your personal data, please contact us using the contact details provided below.

Please note that the GDPR sets out exceptions to these rights. If we are unable to comply with your request due to an exception we will explain this to you in our response.

Complaints

If you believe that your data protection rights may have been breached, and we have been unable to resolve your concern, you may lodge a complaint with the applicable supervisory authority or to seek a remedy via the ICO (www.ico.org.uk)

If your complaint is not about data protection, please see our general complaints policy.

Contact

If you have any queries about the Policy, or about exercising your rights including updating your marketing preferences, please contact:

IT Manager
Draynes Farm
1 Glenavy Road
Lisburn BT283UP

Tel 92 662203

We may change this policy without prior notice by updating this document. You should check this page regularly to view the latest version.

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