



Arbor Farm UK Ltd Privacy Policy

Our contact details

Name: Steve Evans, Director

Address: 7 Atlantic Way Tintagel Cornwall PL34 0DF

Phone Number: 01840 779558 / 07966 528219

E-mail: contact@arborfarm.co.uk

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The type of personal information we collect

We currently collect and process the following information in order to supply goods/services:

- Personal identifiers, contacts and characteristics (for example, name and contact details this can include address, telephone and email, we may also keep a record of bank details if we supply or receive goods from you)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- to enquire about goods/services
- to engage our services or order goods
- to take delivery of our services/goods
- to process payment for services/goods

We may also receive personal information indirectly, from the following sources in the following scenarios:

- from our customers who may require us to deliver services/goods to a third party
- from our website/social media sites if you have made contact via them

We use the information that you have given us in order to:

- provide services/goods to you
- provide you with information, products or services that you have requested or which we feel you might be interested in
- enable you to participate in services e.g. training/information events
- to support the delivery of services/goods



- enable us to invoice you or provide accounting detail

We may share this information with other contractors if required e.g. for delivery of goods, external accountant.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- (a) We have a legitimate interest.
- (b) Your consent. If we do request your consent at any point for networking/marketing purposes you are able to remove your consent at any time. You can do this by contacting Steve Evans using the details at the start of this document.

How we store your personal information

Your information is securely stored.

We will keep your personal contact detail and payment records for as long as is necessary to fulfil the purpose for which it is collected. We will then dispose of your information by a secure method e.g. shredding and contracted disposal for paper records, deleting computer stored information.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.



You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at contact@arborfarm.co.uk or 01840 779558 / 07966 528219 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at contact@arborfarm.co.uk or 01840 779558 / 07966 528219.

You can also complain to the ICO if you are unhappy with how we have used your data.

ICO website: <https://www.ico.org.uk>

Helpline number: 0303 123 1113

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