

Washbrooks Family Farm Privacy Policy

Washbrooks Family Farm are committed to protecting and respecting your privacy.

This privacy policy describes how your personal information we collect from you, or that you provide to us, will be processed by us.

Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it.

We keep certain basic information when you visit our website (www.washbrooks.co.uk) and recognise the importance of keeping that information secure and letting you know what we will do with it.

This privacy policy only covers our website. If you leave our website via a link or otherwise, you will be subject to the policy of that website provider. We have not control over that policy or terms of website and you should check their policy before continuing to access the site.

For the purpose of the Data Protection Act 1998, the data controller is Washbrooks Family Farm, Brighton Road, Hurstpierpoint, West Sussex, BN6 9EF.

Information we may collect from you

The information we collect via our website may include:

1. Any personal details you knowingly provide us with through forms and our email, such as name, address, email, telephone number etc.
2. This includes information provided subscribing to our service or requesting further services.
3. Your preferences and use of email updates, recorded by emails we send you (if you select to receive email updates on products and offers).
4. If you contact us we may keep a record of that correspondence.
5. We may also ask you to complete surveys that we use for market research purposes, although you do not have to respond to them.
6. We may ask you for information when reporting a problem with our website.
7. Your IP address, operating system and browser types is recorded by our web server. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.
8. We may obtain information about your general usage by using a cookie file which is stored on the hard drive of your computer. These are placed on your computer or device and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

We do not store any credit card information.

What we do with your information

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998 and other applicable laws.

We may collect and process the following information about you to:

Communicate with you

We may need to pass the personal information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the website and issuing our emails for us. Third parties will not be allowed to use your personal information for their own purposes.

Data retention

We keep your personal information for no longer than reasonably necessary and we only retain your information for marketing purposes.

Your rights

1. The right to be informed
2. The right of access
3. The right of rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

You have the right to ask us not to process your personal information for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at Washbrooks Family Farm, Brighton Road, Hurstpierpoint, West Sussex, BN6 9EF or info@washbrooks.co.uk.

Access to information

The act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to our privacy policy

We may update this privacy policy from time to time in order to reflect, for example, changes to our business or for other operational, legal or regulatory reasons. Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. However, we advise that you check this page regularly to keep up to date with any necessary changes.

Contact us

For more information about our privacy policy, if you have questions or comments please contact us at Washbrooks Family Farm, Brighton Road, Hurstpierpoint, West Sussex, BN6 9EF or info@washbrooks.co.uk.

