

Andrew Guest Ltd

The Kuhn Power Harrow Specialist

MANOR FARM YARD, COTHAM, NEWARK, NOTTS NG23 5JS

TELEPHONE: 01636 700 608

EMAIL: info@andrewguest.co.uk

VAT NO: 385 1912 36

COMPANY REGISTRATION NUMBER: 3819981

PRIVACY POLICY

Andrew Guest Ltd is committed to protecting your personal data. This privacy policy will inform you as to how we use and look after your personal data when you interact with us online, via email and social networks, telephone, post or by face-to-face personal contact.

PURPOSE OF THIS PRIVACY POLICY

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

Our PRIVACY POLICY in line with GDPR legislation aims to give you information on how Andrew Guest Ltd collects and processes your personal data, including any data you may have provided when you purchase a product or service from us.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, then please contact Adam Parker our appointed privacy manager by email adam@andrewguest.co.uk

DATA WE COLLECT ABOUT YOU (our customer)

Andrew Guest Ltd follows strict security procedures in the way we store and any disclosure of personal information provided to us during customer enquiries and general business transactions in order to prevent unauthorised access. Personal information can include customer name, postal address (both delivery & invoice), email address, telephone number, Vat number and company registration number. These are kept within our Sage accounting package which is protected through a multi-layer of password security. If you have provided us with your payment details, these are never stored or kept by Andrew Guest Ltd, they are destroyed once used.

Your communication to Andrew Guest Ltd may be retained and the information contained in it used to respond to the enquiry you have made.

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BY TELEPHONE – When you call Andrew Guest Ltd our telephone system, provided by BT, stores your number for a short period of time automatically. We may also note your contact number in order for the correct department to return a call to you. We will only keep and store details if we are required to provide further information or services to you. Otherwise they are destroyed.

BY EMAIL – We monitor all emails and file attachments for viruses and malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

When you send us an email, we will, if required, store/process your contact details to enable us to:

- Respond to your enquiry
- Raise an invoice for an order you have place
- Arrange a collection or delivery

We perform regular email audits and delete all sent emails periodically.

BY SOCIAL MEDIA – Our social media sites are managed in-house with IT support from a contracted IT services provider who works under our confidentiality agreement. We do not store any personal details unless you request information.

BY VISITING OUR WEBSITE – Our website provides our product and company information and allows you the contact details to request information from us. By contacting us using the details found on our website you are agreeing for us to respond to your enquiry and use your personal information to do so. We do not share your request for information with anyone other than for the purpose of your enquiry. Our website and email domain is hosted by getyouonline.co.uk that is required by law to abide by the GDPR regulations. Our website uses a number of Third-Party Data Processors to process personal data on our behalf. Each of these Third-Party Data Processors has been carefully chosen and is responsible for achieving their own GDPR compliance.

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GOOGLE ANALYTICS – Like most websites, our website uses Google Analytics tracking to monitor user interaction. We may use this data to assess the number of people visiting our site and their engagement with our content to better understand their behaviour and to ultimately provide a better user experience.

To view the types of data collected by Google Analytics, see <https://www.google.com/analytics/analytics/features/>

The data collected is held for a retention period of 26 months.

To view Google's Data Protection Statement, see: <https://privacy.google.com/business/compliance>

Though Google Analytics records data such as your device, Internet browser, operating system and geographical location, none of this information is personally identifiable to us. Google Analytics also records your computer's IP address, which could be used to personally identify you, but Google Analytics does not grant us access to this information.

Subsequently, any requests for the retrieval of personally identifiable data that is recorded and stored by Google Analytics should be submitted directly to Google.

We consider Google Analytics to be a Third-Party Data Processor.

COOKIES – A 'Cookie' refers to a small file that is downloaded onto your device (such as computer, mobile phone or tablet) whenever you visit a website. These 'Cookie files' allow the websites you visit to recognise your device and to gather information about your interaction with the website, as well as the device you are using.

A Cookie by itself cannot be used to identify you.

We use Cookies to monitor your behaviour once on our website, enabling us to amend the content with a view to improving your user experience.

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CHANGE OF PURPOSE

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

Please note that we will only process your personal data without your knowledge or consent, in compliance with the above rules, where is required or permitted by law.

CHANGES/UPDATES TO OUR PRIVACY POLICY

If this privacy statement changes in any way, we will place an updated version on our website. If you do not agree with the changes we make, please do not continue to use our website.

By regularly reviewing our Privacy Policy ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data only to those employees, and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

DATA RETENTION (How long will you use my personal data for?)

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

In some circumstances you can ask us to delete your data, please see request erasure below for further information.

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ACCESS TO YOUR PERSONAL INFORMATION

Under certain circumstances, you have rights under the data protection laws in relation to your personal data.

Andrew Guest Ltd tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information about them by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- Give you a description of it
- Tell you why we are holding it
- Tell you who it could be disclosed to
- Let you have a copy of the information in an intelligible form

To make a request for us to disclose what personal information we may hold, you will be required to put the request in writing addressing it to the address above.

With your agreement, we can deal with your request informally, for example by providing you with the specific information you need over the telephone or we can provide the information in writing. Please ensure you direct any request to the privacy manager Adam Parker.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

TIME TO RESPOND – We try to respond to all legitimate 'subject access requests' within one month. Occasionally it may take us longer than a month if your request is particularly complex. In this case we will notify you and keep you updated.

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YOUR LEGAL RIGHTS

You have the right to:

Request **access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request **correction**, of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request **erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

Request **restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time.

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CONTACT INFORMATION:

ANDREW GUEST (AGRICULTURAL ENGINEERS) LTD

Privacy Manager: Adam Parker

Email Address: adam@andrewguest.co.uk

Postal Address: Manor Farm Yard, Cotham, Newark, Nottinghamshire, NG23 5JS

Telephone: 01636 700 608

COMPLAINTS

You have the right to make a formal complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, always appreciate the opportunity to deal with any concerns you may have in the first instance.