



Privacy Notice May 2018

1 – Controller Information
Highgrove Food distribution Ltd.
4 Deanes Close
Steventon
Oxfordshire
OX13 6SZ

This privacy notice sets out the basis on which all personal data that Highgrove collects from you or that you provide to Highgrove will be processed by Highgrove. If you have any questions regarding this privacy notice or want to contact us with regard to your personal information, please contact us on:

Tel – 01793 852277 or sales@highgrovefoods.com

2 – How we collect information & personal data.

To the extent permissible under applicable law, we collect information about you when you:

- Place an order using our website; this may include your name (including business name), address, contact (including telephone number and email address) and payment details;
- Place an order with us via telephone, email or fax: this may include your name (including business name), address, contact (including telephone number and email address) and payment details;
- interact with us using social media;
- Contact us offline, for example by telephone, fax, SMS, email or post.

3 – How we use your personal data

To the extent permissible under applicable law, we use your information to:

- provide any information that you have requested or any products that you have ordered;
- Create, administer and communicate with you about your ordering account (including any purchases and payments);
- manage our relationship with you (for example, customer services);
- Direct marketing (which may include newsletters, product brochures and price lists.)
- For the establishment, exercise or defence of legal claims.
- The legal basis for processing is our legitimate interests, namely the proper administration of our business, communicating with our customers and marketing our products.
- The legal basis for processing where personal data is held purely for direct marketing purposes is consent.



4-Sharing your information

We may share your information with:

- our service providers and agents (including their sub-contractors or third parties) which process information on our behalf (e.g. Couriers, internet service and platform providers, payment processing providers and those organisations we engage to help us send communications to you) so that they may help us to provide you with the, products, services and information you have requested or which we believe is of interest to you;
- third parties used to facilitate payment transactions, for example clearing houses, clearing systems, financial institutions and transaction beneficiaries;
- third parties where you have a relationship with that third party and you have consented to us sending information (for example social media sites);
- credit reference and fraud prevention agencies;
- law enforcement agencies so that they may detect or prevent crime or prosecute offenders;
- any third party in the context of actual or threatened legal proceedings, provided we can do so lawfully(for example in response to a court order);
- any third party in order to meet our legal and regulatory obligations or the detection or prevention of unlawful acts;
- To third parties as part of a merger, acquisition or bankruptcy, in the event we sell or transfer all or part of our business or assets.

5-international Transfers of your personal data

Our Offices, service providers and agents are based in the UK.

Our E-Marketing platform (mail chimp) is based in the U.S. and is covered by standard data protection clauses.

6- Retaining and deleting personal data.

Your personal data will be stored by Highgrove:

- for as long as is necessary and in order to serve the purposes for which it has been collected and processed.
- For as long as is required by to be kept to meet legal & regulatory obligations.
- Emails will be kept for as long as the information contained within them is relevant, or the information within them is needed by us for historical or statistical purposes.
- For as long as you consent to the data being held purely for direct marketing purposes.

7- Security of personal data

We will take appropriate Technical and organisational measures to secure your data against its unauthorised or unlawful processing and against its accidental loss, destruction or damage.

We will store your personal data on secure servers, personal computers and in manual record keeping systems.



8- Your Rights

You have the right to :

- Access your data
- Rectify your data
- Erase your data
- To restrict the processing of your data
- Object to the processing of your data
- Data portability
- To withdraw consent
- To complain to a supervisory authority which in the UK is the Information Commissioner's Office (ICO).

For a full explanation you should reference the relevant laws and guidance from the regulatory authorities.

9- Changes to this Privacy Notice

We may change this Privacy Notice from time to time.