

## **PRIVACY NOTICE**

### **FWAG East**

**(covering FWAG East Ltd and FWAG East Consultancy Ltd)**

This privacy notice explains how we – FWAG East Ltd and FWAG East Consultancy Ltd - use any personal information we collect about you, what rights you have and how the law protects you as an individual.

#### **What personal information do we hold?**

We hold the contact details (name, address, telephone number and email address) of individuals who: are members and/or clients of FWAG East; have attended an event hosted/organised by FWAG East or one of its project partners; have taken part in a project delivered by FWAG East on behalf of one of its partners; have contacted FWAG East for advice by telephone, email or in writing. We hold the minimum amount of data that we need to communicate with you. In some instances, we may also hold information about your farm business in order to carry out the services you have contracted FWAG East to do.

#### **What do we do with your information?**

We principally use the information about you to manage our relationship with you and deliver our products and services. The information we hold allows us to continue to communicate with you and, where required, to supply our services to you and give you advice when requested. We may use your information to contact you with details of events that we think may be relevant to you or news updates that could be relevant to your farm business/organisation. We will always ask you before sharing your data with a third party. We will never sell your data to anyone else. Some of your data we will keep indefinitely because we find that our clients and/or previous contacts often return to us for further help and advice many years after their initial contact with us. It also enables us to contact you at any time with key information we think is relevant to you and your business.

At FWAG East, the activities we undertake are for your and our legitimate interests. There are six lawful bases for processing an individual's personal data under the GDPR, with 'legitimate interests' being one of them and the one under which FWAG East processes your personal information.

## **How do we store your information and keep it secure?**

Most of the personal data we store is done so electronically and we operate our IT systems and security to industry standards. Some information is stored in paper files - these are kept secure in locked offices. Any information on paper that is no longer required is shredded. Your information is only shared with those members of staff at FWAG East who require it to maintain our service to you.

## **Can you access the data we hold on you?**

Yes. You have the right to see what data we hold about you at any time. Please write to the FWAG East office if this is required - we may make a small charge for this service. We want to make sure that your personal information is accurate and up-to-date. You may ask us to correct or remove information you think is inaccurate.

If you want us to delete information we hold on you please let us know in writing but be aware that this may limit or prevent us from keeping you up-to-date with information or events relevant to you or your business.

## **A summary of your rights**

- You have the right to be informed about the collection, use and sharing of your personal data.
- You have the right to access your data to establish what it is being used for and verify the lawfulness of any processing.
- You have the right to access, correct and/or update your personal data at any time.
- You have the right to erasure (the deletion of your personal data).
- You have the right to request the restriction of the processing of your personal data for a limited period and under certain circumstances.
- You have the right to receive your personal data in a structured, commonly used and machine-readable format.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 21 May 2018.

## **How to Complain**

Please contact us in the first instance if you have any concerns with how we have processed your personal data.

## **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you. Our address is:

**FWAG East, Church Farm, Maris Lane, Trumpington, Cambridge CB2 9LG.**

Updated 21 May 2018