



## Privacy policy

Welcome to our privacy policy. Agricultural and Estate Services Ltd is committed to protecting and respecting your privacy. This privacy policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the law protects you.

This privacy policy aims to give you information on how Agricultural and Estate Services Ltd collects and processes your personal data through your use of our website, including any data you may provide directly through this website when completing our online form.

Our Data Protection Officer (DPO) is Mike Skinner who can be contacted via email at [admin@agri-estateservices.co.uk](mailto:admin@agri-estateservices.co.uk).

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

### **WHO IS THIS PRIVACY POLICY FOR?**

This privacy policy describes the way we treat and use personal data that we collect about any person that uses our services.

### **INFORMATION WE COLLECT ABOUT YOU.**

Agricultural Estate Services Ltd needs to process certain information about you such as your name, contact email address and any other basic personal data to be able to use our site ([agri-estateservices.co.uk](http://agri-estateservices.co.uk)) to request a quote, or report a problem with our website. The information you give us may include your full name, email address and phone number. It may also include specific details about your project, such as the description of the type of work you need carried out for example.

### **HOW DO WE USE THIS INFORMATION?**

We will only use personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Agricultural Estate Services Ltd will ensure that any forms used to gather data on an individual will contain a statement explaining the use of that data, how the data may be disclosed. We will ensure that where consent is required, if you do give your consent for the processing, and

there is no other lawful basis on which to process the data, then steps will be taken to ensure that processing of that data does not take place.

## **INFORMATION YOU GIVE TO US**

We will use this information:

- To provide you with the information and services that you request from us;
- To notify you about important changes to our service.

## **WHERE DO WE STORE YOUR INFORMATION?**

All personal data we process is processed by our staff and contractors who are based in the UK.

## **HOW LONG DO WE KEEP YOUR INFORMATION 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.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

We are required under UK tax law to keep basic personal data about our customers (name, address, contact details) for a minimum of 6 years after which time it will be destroyed.

## **WHAT ARE YOUR RIGHTS?**

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

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

## **EXERCISING YOUR RIGHTS**

If you wish to exercise any of your rights set out above, please email us at [admin@agri-estateservices.co.uk](mailto:admin@agri-estateservices.co.uk).

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee.

### **CHANGES TO OUR PRIVACY POLICY**

Any changes we make to our privacy policy in the future will be posted on this page.