



# The Dairy Kompany Ltd Privacy Statement

## 1. Key Details

This privacy statement describes how The Dairy Kompany Ltd protects and makes use of the information you give the company when you use our website [www.dairyko.co.uk](http://www.dairyko.co.uk) and when you contact the company directly by telephone, email, letter or verbal communication.

If you are asked to provide information when using the website or by any other means, it will only be used in the ways described in this privacy statement.

We may update this statement from time to time by publishing a new version on our website.

## 2. Introduction

We also collect information to better understand how visitors use the website and to present timely, relevant information to them.

We gather and use certain information about individuals in order to provide products and services and to enable certain functions on this website.

What data we gather

We may collect the following information directly from both customers and suppliers:

- Name and contact information such as telephone numbers, email and postal addresses
- Website usage data
- Other information relevant to client enquiries
- Other information pertaining to special offers etc.
- To transact business with you

## 3. How we use this data

Collecting this data helps us understand what you are looking for from the company, enabling us to deliver improved products and services.

Specifically, we may use data:

- For our own internal records.
- To improve the products and services we provide.
- To contact you in response to a specific enquiry.
- To customise our website for you.

Data may be processed and viewed, to the extent necessary, by staff in the course of The Dairy Kompany's activities (all of whom work in accordance with the privacy statement).



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## 4. Cookies

A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.

Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

## 5. Controlling information about you

We will never lease, distribute or sell your personal information to third parties unless we have your permission or the law requires us to.

If we hold, personal information about you and you no longer wish us to retain it or if you require all information about you to be erased then you may request that we remove it from our databases by writing to The Data Protection Officer at our address (detailed in section 10) or emailing [brendan@dairyko.co.uk](mailto:brendan@dairyko.co.uk).

If you feel your data has not been handled correctly, or you are unhappy with The Dairy Kompany's response to any requests you have made to The Dairy Kompany regarding the use of your personal data, you have the right to complain to the ICO (Information Commissioner's Office) at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) (opens in a new window; please note we can't be responsible for the content of external websites).

## 6. Data Retention

We will regularly review our databases and if we have had no relevant contact with a customer or supplier for over 7 years (the default standard retention period for HMRC records is 6 years + current year) then we will delete personal data pertaining to them unless it is required for legal purposes.

## 7. Lawful Basis for processing personal data

We consider that if there has been communication between The Dairy Kompany Ltd and our customers or suppliers (or vice versa) at some point over the last 7 years then that constitutes meaningful contact which is necessary for the purpose of legitimate interests pursued by us or a third party.

Personal data and financial details are securely stored on our databases and are used solely for providing services to our customers and receiving services from our suppliers. Contracts



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between The Dairy Kompany Ltd and customers or suppliers may be written or verbal and any information we store on our databases is for the purpose of fulfilling these contracts.

### 8. Security

The Dairy Kompany uses reasonable measures to safeguard sensitive personally identifiable information. To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards.

### 9. Your consent

This statement serves to inform you of your rights and our obligations in relation to your personal data. In order for us to be able to continue to communicate with you fully in future (using both electronic and non-electronic means).

### 10. How to contact The Dairy Kompany Ltd and modify your information or preferences

If you have any questions about this statement please email [brendan@dairyko.co.uk](mailto:brendan@dairyko.co.uk) or write to:

The Dairy Kompany Ltd. 1 The Barns, Grayston Plain Lane, Hampsthwaite Head, Harrogate. North Yorkshire. HG3 2HT

If you would like us to remove you from our database please contact [sales@dairyko.co.uk](mailto:sales@dairyko.co.uk)