

GDPR PRIVACY POLICY

INTRODUCTION

In order to conduct its business activities, it is necessary for Dewing Grain Limited to act as a data controller with respect to gathering and using the personal data of individuals. These can include farmers, suppliers, customers, employees, and other people the company has a relationship with or may need to contact. This policy sets out how we collect, use and protect any information you give us when you use this website and/or our services.

We are committed to safeguarding your privacy. Should we ask you to provide certain information, you can be assured that it will only be used in accordance with this policy. We may be required to update this policy from time to time in order to remain legal and compliant. You should check this page periodically to ensure that you are happy with any changes.

WHAT WE COLLECT

We may collect the following information:

- Name, company name and job title;
- Contact information including telephone number and email address;
- Business address and postcode;
- Other information relevant to your enquiry or to enable us to fulfil a contract or terms and conditions.

LAWFUL REASONS FOR PROCESSING

Clients & Suppliers

For Business to Business clients and contacts, our lawful reason for processing your personal information will usually in the first instance be "legitimate interests". Under this we can process your information if we have a genuine and legitimate business reason and we are not harming any of your rights and interests. Once you enter into a contract with us our lawful reason becomes "contractual obligation". This also includes steps taken at your request before entering into a contract.

Employees

For employees, our lawful reason for processing your personal information will usually be "contractual obligation" i.e. to fulfil obligations under an employment contract. This also includes steps taken at your request before entering into a contract.

WHAT WE DO WITH THE INFORMATION WE COLLECT

We require this information to understand your needs and provide you with a better service and in particular, for the following reasons:

- To provide ongoing customer service and maintain internal record keeping including for accounting purposes;
- To enable contact by email or phone in relation to the enquiry you have made with us;
- To periodically send update emails, text messages and newsletters about new developments, special deals and prices or other information relevant to your enquiry. You may unsubscribe from receiving these communications at any time by informing us by telephone or email to info@dewinggrain.co.uk.

RETENTION

We are required to keep documents, contracts etc. for the length of the contract as a minimum and for up to seven years afterwards as a maximum. We will determine this on a case-by-case basis after taking into account the individual circumstances and will only keep data which is necessary for us to fulfil our contractual obligations. Any personal data held by us for marketing updates will be kept by us until such time that you notify us you no longer wish to receive this information.

SECURITY

We are committed to ensuring that your information is secure and protected against unauthorised or unlawful processing, accidental loss, destruction and damage. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, technical and managerial procedures to safeguard and secure the information we collect.

Paperwork

Personal data collected in paper form is stored in locked cabinets and shredded when no longer required.

IT Systems

We have completed an internal cyber security risk assessment and applied suitable controls to reduce or mitigate any vulnerabilities or threats. Personal data stored in digital format is on a secure server.

THIRD PARTY PROCESSING

Our work for you may occasionally require us to pass your information to our service providers and for the purpose of delivering our services to you. Where we are entering into an engagement with a third party, we will seek to be satisfied that they have secure measures in place so your privacy rights continue to be protected as outlined in this policy.

We only disclose information that is necessary to deliver our services and we never allow your personal data to be used by any third party for any market research, marketing or other commercial purposes. Under GDPR law, we may be required to disclose your data for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also be required to disclose your personal data where such disclosure is necessary for the establishment or defence of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

YOUR RIGHTS UNDER GDPR

Your principle rights under GDPR are:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making, including profiling.

This means you have the right to know what data we are holding for you at any time, the right to access this data, change it and/or have it removed from any further processing activity.

SUBJECT ACCESS REQUEST

If you would like to contact us with a subject access request, please use the email address [***info@dewinggrain.co.uk***](mailto:info@dewinggrain.co.uk) with '***GDPR Subject Access Request***' in the subject line. We will contact you within ten days of receiving this request.

If you are unhappy with the way your subject access request has been dealt with, you have the right to report a concern with a supervisory authority. In the UK, this is the Information Commissioner's Office [***www.ico.org.uk/concerns/***](http://www.ico.org.uk/concerns/).