

## Privacy Policy

### Privacy notice

Throughout this document, “we”, “our”, or “us” refers to Traditional Norfolk Poultry Ltd.

In the context of the law and this notice “process” refers to the collection, storage, transfer use or any act using information.

Our registered office is Traditional Norfolk Poultry, Oak Tree Business Park, Hargham Road, Norfolk, NR17 1DS.

Our company number is 4021155 registered in the United Kingdom.

### Introduction

Traditional Norfolk Poultry (TNP Ltd) is committed to maintaining the trust and confidence of visitors to our website.

Our privacy policy provides details of when, and why we collect your personal information, how we use it and under which conditions we may disclose it to others. This also provides information on how we keep your data secure.

We would recommend any visitors to our site to also read more about their personal data rights at [www.knowyourprivacyrights.org](http://www.knowyourprivacyrights.org).

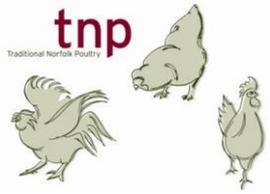
We take seriously the protection of your privacy and Confidentiality. Visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them.

TNP Ltd will not sell, rent or trade information with other companies and businesses for marketing purposes.

TNP Ltd will always work to preserve the confidentiality of information provided. Our policy complies with UK law as well as General Data Protection Regulation (GDPR).

### How we process information about you

The law requires us to determine the way in which we are processing your data and that we notify you of this. If your data is no longer relevant, then we shall stop processing your data.



TNP Ltd will notify you should there be any changes in legislation or law, which affect your personal data and how we process this.

At TNP Ltd, we promise to only use your personal information for the purposes of which you have submitted your information.

We continue to process your information on this basis until you withdraw your consent, or it can be reasonably assumed that your consent no longer exists.

There are some areas to consider when it comes to processing your data. These are:

### Contractual obligation

We may use your data to:

- verify your identity for security purposes
- sell products to you or provide services linked to our product
- we may also use information to, for example, monitor our sales, in which case you will not be personally identifiable.
- Continue to process your data until our contractual obligation comes to an end

### Consent

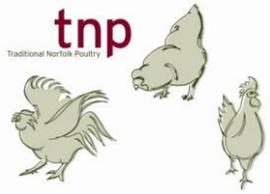
You may at times provide your consent to us to process information that may be personal, without any contractual relationship.

Where possible, we will aim to obtain your explicit consent (such as through our online enquiry form, applying for a job or by asking you to read and accept our cookie policy), however you may sometimes consent implicitly, such as when you email us. In each case, you provide your consent for us to process your information.

### Legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so. This may include processing such as you have asked us to contact you, to ensure accurate data records, to protect you/the business, to protect legal rights of you / the business, or whether it is reasonable to do so.

For our Customers and Employees, we may process your personal information for the following reasons: to contact you about our product or with information that you have asked



us to tell you about, or to send you a copy of our latest 6 monthly postal newsletter. We may also occasionally contact you to ensure our records are right and to check every now and again if you are happy to continue receiving such information.

This information is not processed by Third Parties (this information is not sold, rented or traded) and you have the right to opt in or out of this Newsletter service at any time, and can do so by contacting Julie Eccleston on [Julie.eccleston@tnpltd.com](mailto:Julie.eccleston@tnpltd.com).

### Legal obligations

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation.

This may include your personal information.

### Cookies

Our websites use cookies to collect information. This includes information about browsing behaviour by people who access our websites. Detailed information is set out in our Cookie Policy, which can be found easily on our website.

### Third parties

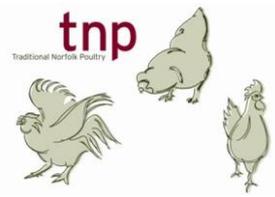
When someone visits [www.tnpltd.com](http://www.tnpltd.com) we use a third-party provider, Google Analytics, to collect standard information about how people use our website. This information is only used in a way which does not identify anyone. We do not make and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Any sensitive personal data obtained from our website is not shared with Third Parties. TNP Ltd will only share your details internally and this will only be processed for the purposes of which you have submitted the information.

### Job applications and employment

If you send us information in connection with a job application, we may keep it for up to 12 months in case we decide to contact you at a later date. We may contact you in relation to your actual application, or new opportunities should they arise and you have relevant skills and experience.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment. This information will be used only for purposes directly relevant to your employment, such as payroll. After your employment has ended, we will keep your file for six years before destroying or deleting it.



## Contacting us

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us to reply with the information you need.

We may choose to record your request and our reply, in order to increase the efficiency of our business.

We keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high-quality service.

## Credit references

To assist in combating fraud, we share information with credit reference agencies, so far as it relates to clients or customers.

## Access and/or removal of your information

You are entitled to view, amend or delete the personal information that we hold. You can email your request to [hr@tnpltd.com](mailto:hr@tnpltd.com), or you can contact the team on 01953 498 434.

There is not usually a fee in relation to accessing the data held about you, and we will always try to supply this within 30 days.

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

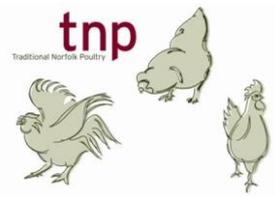
If you choose to remove your information, this may limit the service we can provide to you.

## How you can complain

If you are not happy with our privacy policy or if have any complaint, then you should tell us by email. Our address is [hr@tnpltd.com](mailto:hr@tnpltd.com).

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may have to give them some of your personal information in order to help resolve this. We do this as



infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>.

### **Retention period for personal data**

We keep your personal information only for as long as required by us:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defence in court.

### **Compliance with the law**

Our privacy policy has been compiled to comply with UK and EU law.

### **Review of this privacy policy**

This policy was last reviewed April 2018. This will be reviewed and updated annually, or when is necessary in accordance with any General Data Protection Regulation changes.

If you have any question regarding our privacy policy, please contact us.