

High Dalby House Privacy Notice

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

2. Who are we?

High Dalby House/Plantation Business Services is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

3. What information do we collect

We collect details of your name, address, telephone number and email to enable us to contact you and to administer your account, with your consent we will keep these details for future reference and use.

We also collect details of your bank account if you pay by credit card or BACS transfer, this information will be held only until the account is settled or until company account information can be destroyed. Card security number will not be held once processed.

4. How do we process your personal data

At High Dalby we comply with the obligations under "GDPR" by keeping personal data up to date through timely update requests, and by storing and destroying it securely; by not collecting or storing excessive amounts of data and using data only for the purposes stipulated; by protecting personal data from loss, misuse, unauthorised access, and disclosure and by ensuring the appropriate technical measures are in place to protect personal data.

5. How do we use personal information

We will process your data for the following purposes:-

- To set up and administer your account with us
- Responding to any contact you make with us
- To personalise content from your visits and contact with us
- Delivering marketing and events communications and advise you of events and offers at High Dalby
- Meeting legal requirements for accounting and audit purposes

6. What legal basis do we have for processing your personal information

We obtain specific consent from you to enable us to keep you informed of the aspects of our business at High Dalby that you have subscribed for.

Whenever we renew data we offer the opportunity to withdraw consent, in which case the data held will be destroyed.

You can also remove consent at any time by sending an email to us.

Some information is held for legal purposes associated with accounts and this will be held until a period of seven years from the year end accounts has elapsed, at which time it will be destroyed.

7. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with other members of the business in order to carry out the services agreed and to keep you informed about areas of interest. We will share such

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information as is necessary with the bank to enable payments to be processed and we will only share your information with other parties outside the business with your consent

8. Where do we store your personal data

We intend to store and process data in paper format in a file in a locked office and electronically in an offline data base to help keep it secure and to protect it from accidental loss or theft. This also ensures business continuity and disaster recovery.

Access to personal data is restricted to members of the company with a specific need to know.

9. How long do we keep your personal data

Data is held until the next review and update, every 3 years, or in the case of accounts information for 7 years after the year end in which it was collected for accounting purposes.

10. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

- The right to request a copy of your personal data which High Dalby holds about you;
- The right to request that High Dalby corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for High Dalby to retain such data;
- The right to withdraw your consent to the processing at any time
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;

11. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

12. Contact Details

To exercise all relevant rights, queries or complaints please in the first instance contact the Directors PBS (High Dalby) High Dalby House, Pickering North Yorkshire YO187LP, 01751460001, planttion@talk21.com.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.