

HIGHLAND WHOLEFOODS' PRIVACY POLICY

Highland Wholefoods is committed to protecting your privacy. This statement explains how we collect, use and store your personal information in line with the General Data Protection Regulation. We will endeavour to keep your personal information accurate and up to date and ensure that it is not kept longer than necessary.

By using our website or by providing any personal information to Highland Wholefoods, you consent to the collection and use of your personal information as set out in this privacy statement. Highland Wholefoods **never** shares customer information with third parties, apart from our courier company.



This privacy notice is to help you understand how and why we collect personal information about you and what we do with that information.

WHAT IS PERSONAL INFORMATION?

Personal data means any information relating to an individual who can be directly or indirectly identified by reference to the information. Individuals are referred to as *Data Subjects* under data privacy legislation. A wide range of information constitutes personal data including names, contact information, identification numbers such as account numbers, and online identifiers often referred to as 'cookies' for example. This applies to both digital and paper-based information included within filing systems, or which is intended to be placed within a filing system.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We collect and store the following personal information about you:

- your contact details: name, address, phone number, email address;
- details of items you have purchased from us.

The above information is required for delivered sales to private individuals. Your name, address and phone number are passed on to our courier to allow them to deliver your order.

Trade customers, not requiring delivered sales, will be required to provide their business name and contact details (address, phone and email) in order to be registered on our database to receive the appropriate trade discounts; also, on occasions this is needed for product recalls.

Trade and non-trade customers can choose to opt in to our email newsletter by providing their email address, which will be stored on an external database, accessible only to Highland Wholefoods. You will also be provided with an opportunity to stop receiving email newsletters from us through an 'unsubscribe' link in any emails we may send you.

For general enquiries, emails sent to sales@highlandwholefoods.co.uk or via our website, will be forwarded to the member of staff relevant to the enquiry. The length of time the email address is retained is dependent on the nature of the enquiry.

We will only use your personal data for the reasons it was provided for, i.e. to process orders, to fulfill product enquiries, or to circulate a newsletter, if requested.

HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION FOR?

We will keep the personal information that you provide for up to 2 years after your last transaction with us to allow for possible repeat orders. After 2 years your personal information will be removed from our database.

YOUR RIGHTS

If you have any reason for complaint in regards to how we handle personal data please contact us immediately. You also have the right to complain to the Information Commissioners Office.

Rectification: if information we hold about you is incorrect you can ask us to correct it.

Access: you can also ask what information we hold about you and be provided with a copy of it. This is commonly known as making a subject access request.

Deletion: you can ask us to delete the information that we hold about you in certain circumstances. For example, where we no longer need the information.

WEBSITE PRIVACY POLICY

The Highland Wholefoods Workers Cooperative website stores very limited information about our site visitors. However we do use some external services which may store data about you. We list what we store and the external services we use below.

- We have a [contact us form](#) which allows you to send us a message/enquiry. The details you fill in are passed to us by email but not stored on the website. We will retain the emails sent to us this way and may use your contact details to respond to you about your enquiry.
- The Highland Wholefoods Workers Cooperative website collects visitor information through Google Analytics. This information is anonymised and should not personally identify you. You can [view Google's privacy policy here](#).

If you have any queries about our use of your data please use the contact details you can find on the website. If this does not help you can contact the website hosting service at info@spanglefish.com.

Cookies on Highland Wholefoods Workers Cooperative

The website uses cookies for a number of different purposes.

- Cookies are set by Google Analytics to collect anonymised visitor statistics.
- If you are a site administrator, cookies will be used to keep you logged in.

If you don't consent to the above use, please either leave the site or configure your browser to block cookies from it.

Additional Info

Unless you have specifically told your browser not to accept cookies, almost all websites place cookies on your devices. This is not in itself a security or privacy issue.

However, cookies can be used by some systems to, for instance track your web usage to work out which advertisements to show you, or gain information about your social networking usage. If you worry that this impinges on your privacy, search for 'block all cookies' or [view this page](#) for an idea of how to tell your browser not to allow them.

If you do this you may find that some websites will not work for you at all, or on others some functionality, like shopping baskets may not work.

The Highland Wholefoods Workers Cooperative website has always used cookies as outlined above, but we now need to inform you of this.