



Privacy



HS02 - Privacy Policy

Respecting your privacy is very important to us. This Privacy Policy informs you how and under what circumstances we collect, use, and in certain cases, disclose your personal data.

We urge you to read this Privacy Policy before you submit any information.

The type of personal information we collect

We currently collect and process the following information:

- Name, employer details and job title
- Contact information, including email address
- Additional information you may voluntarily provide
- Your computer IP address
- Cookies
- Usage data
- Visiting Ferns site Locations
- Name
- Contact information
- Details about your vehicle
- Details about your employer
- Images captured on CCTV footage



How we use your personal information and for what reason

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Website Enquiries.
- Job applications.
- In person visits to office or site locations.

We use the information that you have given us in order to:

- Communicate with you
- To process job vacancy enquiries and applications for vacancies
- Provide you with information about our business
- Manage any query submitted by you
- Send information you have requested
- Analyse and improve our business and the services we offer
- If you visit one of our locations, for health and safety purposes
- For potential market research purposes

We may share this information with:

- Companies in or associated with the Ferns Group for legitimate interest reasons only.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting our Data Protection Officer, DPO@fernsgroup.co.uk or on 01622 790088

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(f) We have a legitimate interest.

Your information will usually be processed to meet our legitimate interest, so that we can respond to general enquiries, job applications, and in addition so that we can facilitate in person visits, and for Health and Safety reasons. In the event your consent is legally required to process your personal data, we will communicate this to you at the point of data collection.

We would not usually pass your personal information to a third party without your consent, unless there was a legal obligation to do so.

How we store your personal information

Your information is securely stored. We review these measures regularly to make sure they remain appropriate. We cannot guarantee the security of any third-party application you may use to transmit personal data.

Your data may be transferred and processed outside of the UK. Where your personal information is to be transferred outside the UK we will take reasonable steps to safeguard your information.

We will keep your personal information for at least as long as we have relationship or correspondence with you. Personal data will only be retained for as long as necessary taking into account our legal, regulatory, contractual and professional obligations.

Cookies

Cookies are small pieces of information, stored in simple text files, placed on your computer by a website. Cookies can be read by the website on your subsequent visits. The information stored in a cookie may relate to your browsing habits on the web page, or a unique identification number so that the website can 'remember' you on your return visit. Generally speaking, cookies do not contain personal information from which you can be identified, unless you have furnished such information to the website.

This website uses cookies to track usage and help improve features and services of the site. Statistical and analytical information from cookies provides us with general and not individually specific information about the number of people who visit this website; the number of people who return to this site; the pages that they visit; where they were before they came to this site and the page in the site at which they exited. This information helps us monitor traffic on our website so that we can manage the site's capacity and efficiency. It also helps us to understand which parts of this site are most popular, and generally to assess user behaviour and characteristics in order to measure interest in and use of the various areas of the site.

Data Subject rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for reasonably exercising your rights, however In accordance with Article 12(5) of the GDPR, the company may refuse to comply with your request if it is manifestly unfounded or excessive. If you make a request, we have one month to respond to you.

You would like to assert your rights as a data subject or you wish to raise a complaint, please contact our Data Protection Officer and we will endeavour to resolve your query promptly and to your satisfaction. You also have the option to direct your complaint to the [Information Commissioner's Office \(ICO\)](#).



Ian fern, CEO

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