

Ranworth Farms, Ranworth Moorings and Sam Cator Estate Privacy Notice

General Data Protection Regulation (GDPR)

What this privacy notices covers

Ranworth Farms, Ranworth Moorings and Sam Cator Estate are committed to protecting your personal information. In this notice, references to 'we', 'us' or 'our' mean Ranworth Farms, Ranworth Moorings and Sam Cator Estate. This notice explains how we collect and use the personal information about you.

Who we are

The registered office is The Maltings Office, Broad Road, Ranworth, Norwich, NR13 6HS

Ranworth Farms, Ranworth Moorings and Sam Cator Estate operates the website www.ranworthmoorings.business.site/ (the "website").

Ranworth Farms, Ranworth Moorings and Sam Cator Estate is a data controller under data protection legislation. Contact details are shown at the end of this notice.

Information we gather

We collect your information and store it on our central database, Only Ranworth Farms, Ranworth Moorings and Sam Cator Estate has access to the database and is permitted to make alterations to any information held on that database.

Any data has been provided directly by you and, where supplied, includes your:

- Name
- Address
- Telephone number
- Mobile telephone number
- E-mail address

Your information is collected from:

- a) post and e-mail;
- b) any information entered on our website;
- c) contact via phone;
- d) in-person contact;
- e) information we receive from external third parties, where relevant;

We will use your information to:

- a) administer invoices;
- b) maintain relevant contact, including, but not limited to: sending you news up-dates etc.;
- c) maintain the accuracy of your information and communicate with you for any other reasons
- d) share with Ludham Bridge Boatyard Services for the purpose of the franchise agreements between Ranworth Moorings and LBBY.
- e) manage tenancies and for referencing

We will respond to your queries and investigate your concerns via email, phone and/or post. If you do not wish to be contacted by Ranworth Farms, Ranworth Moorings and Sam Cator Estate by any particular means, please contact us to change your preferences.

What is the legal basis of processing your data

The legal basis of processing your data is 'contract' as defined by Article 6 of the General Data Protection Regulations where processing is necessary for the performance of a contract to which the data subject is party. In other instances, we may rely on the 'legitimate interest', 'legal obligation' or 'consent' basis for lawful processing.

Who will have access to the information

We may share your information with Ludham Bridge Boatyard Services for the purpose of the franchise agreement between Ranworth Moorings and Ludham Bridge Boatyard. We also share your information with third parties and data processors who may need to process your information for performing the purposes specified above.

We sometimes outsource some of the services set out above, to reputable third parties, including the purpose of ensuring the security of your data. We require third parties to comply strictly with our instructions and data protection laws and we will make sure that appropriate controls are in place where third parties have access to personal data. We enter into contracts with all of our data processors and regularly monitor their activities to ensure they are complying with the Ranworth Farms, Ranworth Moorings and Sam Cator Estate policies and procedures.

We take reasonable organisational and technical measures to protect your information against unauthorised access, modification or misuse. We use services provided by reputable security providers and your information is accessed on a needs-only basis.

Occasionally, if felt appropriate, your data may be provided to a relevant third party wishing to carry out a professional mail out. This data is provided unless you have specifically indicated that you do not want your details to be disclosed. The details provided to the third party includes names and addresses, however e-mail addresses are not provided for this purpose. If you would prefer to have your details withheld from such third parties please inform us in writing.

How long will we keep your information

In the absence of any legal requirements, your personal data will be retained for as long as necessary for the purposes of processing listed above. This means your data will be deleted if you withdraw consent to processing or the data is no longer required or inaccurate. If you decide to cancel your contract or if your contract is lapsed/withdrawn, we will hold your information for a period which is deemed reasonable.

How to keep us updated with any changes to your information

We would like you to keep us updated if the personal data we hold on you is inaccurate or incomplete.

All requests to update your personal data must be sent in writing to the us and the third parties above will be informed, where possible. You can keep us updated with any changes by writing to us.

Failing to keep us updated with your personal data and contact details may mean you are not sent mailings and invoices.

Use of cookies

We use cookies on our website to manage the operation and performance of our sites. Cookies are small data text files that are placed on your computer when you visit a website. Cookies help to make websites work efficiently and provide us with information about how our website is used.

When you visit www.ranworthmoorings.business.site, we use cookies to enable us to collect standard internet log information and visit behavioural patterns. Cookies automatically identify your browser whenever you interact with our site. This helps us to make our site more responsive to your needs and to track and manage information relevant to your specific interests. In this way we can tailor our site to you, deliver a better and more personalised service and track the pages on our site that you are interested in.

You should note that if you do not accept the cookies or subsequently choose to disable cookies, you may not be able to access all the services on our site. In that, one of the cookies we use is essential for parts of the site to operate and has already been set.

Your rights

You have the right to:

- a) Update us and have any inaccuracies in your data corrected. If you would like to update the details we hold about you, please contact us on the details set out at the end of this notice.
- b) Request a copy of the personal information we hold about you. We require you to prove your identity with two pieces of approved identification. Please submit your request in writing to contact details shown at the end of this notice. We will respond within one month, of receipt of your written request and confirmed ID. Please provide as much information as possible about the nature of your contact with us to help us locate your records. This request is free of charge unless the request is manifestly unfounded or excessive.
- c) Request that we delete your personal data so it is erased from our records.
- d) Have the data we hold about you transferred to another organisation.
- e) Object to certain types of processing such as direct marketing.
- f) Object to automated processing, including profiling.

Enquiries and Complaints

Please contact us if you have any enquiries arising from this privacy notice. Where possible, please raise all enquires in writing.

If you are unhappy with our handling of your data or something that we have done or failed to do, please inform us in writing. We will acknowledge receipt of all complaints and will endeavour to investigate the complaint as soon as reasonably practicable.

All complaints should be sent to:

Ranworth Farms, Ranworth Moorings and Sam Cator Estate
The Maltings Office
Ranworth
Norwich
Norfolk
NR13 6HS
Tel: 01603 270280
Email: ranworthmoorings@gmail.com
Website: www.ranworthmoorings.business.site

You may also complain directly to the Information Commissioner's Office if you are concerned with how we are handling your personal information. Their contact details are shown below:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
Tel• 0303 123 1113 or 01625 545745
Website: www.ico.gov.uk

Review of Privacy Notice

This Notice was last reviewed in June 2022. The content of the policy may be reviewed and changed without prior notice, please visit the notice on our website for any changes. We may update the terms of this privacy notice at any time, so please do check

it from time to time.