



## Ranworth Farms, Ranworth Moorings and Sam Cator Estate

### Privacy Notice | General Data Protection Regulation (GDPR)

This notice is reviewed annually or sooner if there are significant changes to our data processing activities or applicable legislation.

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#### 1. Introduction

Ranworth Farms, Ranworth Moorings, and Sam Cator Estate (collectively referred to as "we", "us", or "our" and/or "The Business") are committed to safeguarding your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended.

This Privacy Notice explains how we collect, use, store, share, and protect your personal data, and outlines your rights in relation to your information.

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#### 2. Who We Are

- **Registered Office:** The Maltings Office, Broad Road, Ranworth, Norwich, Norfolk, NR13 6HS
- **Website:** <https://www.ranwortheestate.co.uk>

Ranworth Farms, Ranworth Moorings and Sam Cator Estate operate the website.

We are the data controller for any personal data collected in connection with our services and operations.

These entities operate as joint data controllers for the purposes of UK GDPR.

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#### 3. How We Collect Your Information

We may collect personal data from you through various means, including:

- Postal correspondence and email
- Telephone communications
- In-person meetings
- Website forms or enquiries
- Information provided by authorised third parties and only where relevant



## 4. What Personal Data We Collect

We may collect and process the following categories of data:

- Full name
- Postal address
- Telephone number(s)
- Email address
- Tenancy or mooring-related information
- Billing and invoicing information

We do not intentionally collect special category data (e.g. health, ethnicity, or religious beliefs) or children's data.

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## 5. Why We Use Your Data (Purposes of Processing)

We process your personal data for the following purposes:

- Administering mooring agreements, tenancies, and other contracts
- Issuing invoices and managing accounts
- Providing updates, news, and communications relevant to your agreement
- Managing correspondence, including responding to enquiries and concerns
- Complying with legal or regulatory obligations
- Sharing relevant data with Sutton Staithe Boatyard as part of the franchise agreement
- Conducting referencing and eligibility checks where appropriate
- Maintaining the accuracy of your information and communicate with you for any other reasons

We will respond to your enquiries and address any concerns using email, telephone, or post. If you have a preferred method of communication or wish to opt out of certain contact methods, please let us know so we can update your preferences accordingly

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## 6. Lawful Bases for Processing

Our legal bases for processing your personal data under Article 6 of the UK GDPR include:

- **Contract:** where processing is necessary for the performance of a contract with you (e.g. tenancy or mooring agreements).
- **Legal Obligation:** where we are required to comply with legal obligations (e.g. tax or regulatory requirements).
- **Legitimate Interests:** where we rely on legitimate interests, we have carried out a balancing test to ensure our interests do not override your rights and freedoms.
- **Consent:** where you have provided explicit consent, e.g. to receive marketing updates or for third-party mailings.

Where consent is relied upon, you have the right to withdraw it at any time.

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## 7. Who We Share Your Data With

We may share your information with the following third parties based on legitimate interest:

- **Sutton Staithe Boatyard Services**, for the purposes of operating our franchise agreement
- **Third-party service providers** (e.g. IT, mailing, security, accounting services) who are bound by strict confidentiality and data protection obligations
- **Regulatory bodies** or authorities where required by law

We do **not** sell or trade 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.

If data is ever required to be transferred outside the UK, we ensure appropriate safeguards (e.g. Standard Contractual Clauses) are in place.

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## 8. Data Security

We implement appropriate technical and organisational measures to protect your data, including:

- Secure servers and databases
- Access controls and password protection
- Contractual data processing agreements with third parties
- Regular audits and reviews

Access to your data is limited to individuals who need it for their role.

We are not required to appoint a Data Protection Officer, but responsibility for data protection compliance sits with the Estate management team.



## 9. Data Retention

We retain your personal data only for as long as is necessary to fulfil the purposes for which it was collected, or as required by law.

Typically, data is held for up to **6 years** after the termination of a tenancy or contract, unless there is a legal requirement to retain it longer.

### Our Data Retention Schedule

Data Type	Purpose	Retention Period	Legal Basis / Notes
Contact information	Communication and service provision	6 years from end of contract	Limitation Act 1980
Contracts	Evidence of obligations and dispute resolution	6 years from termination	Statutory limitation for contractual claims
Invoices, payment records	Financial record-keeping and audit	7 years from financial year end	HMRC requirements
Complaint records	Handling disputes or legal issues	6 years after resolution	Legitimate interest / legal obligation
Marketing consent records	Proof of lawful basis for marketing	6 years from consent withdrawal	ICO guidance (proving lawful processing)
Website analytics and cookies	Improving site experience	12 months (depending on purpose)	Legitimate interest (website performance)
Job applications	Recruitment records	6 months	Legitimate interest, unless consent given for longer retention

## 10. Your Rights Under GDPR

You have the following rights under data protection law:

- **Right to access** – Request a copy of your personal data
- **Right to rectification** – Correct inaccuracies in your data
- **Right to erasure** – Request deletion of your data where appropriate
- **Right to restrict processing** – Limit how we process your data
- **Right to data portability** – Request that your data be transferred to another provider
- **Right to object** – Object to processing based on legitimate interests or direct marketing
- **Right to withdraw consent** – At any time, where consent has been given
- **Right not to be subject to automated decision-making** – Including profiling

To exercise any of these rights, please contact us using the details provided below.

We will respond within one calendar month and may request identification to verify your identity.



## 11. Cookies

Our website uses cookies to enhance your experience, understand usage patterns, and provide personalised services.

- **Essential cookies:** Required for basic site functionality
- **Analytical cookies:** Help us improve the site and performance
- **Functional cookies:** Remember your preferences

You can manage your cookie preferences through your browser or via the cookie consent tool. Please note, disabling cookies may affect functionality.

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## 12. Complaints and Contact Information

If you have any questions, concerns, or complaints regarding this Privacy Notice or the way your data is handled, please contact us:

**Ranworth Estate**

The Maltings Office, Broad Road, Ranworth, Norwich, Norfolk, NR13 6HS

**Tel:** 01603 270 280

**Email:** [ranworthmoorings@gmail.com](mailto:ranworthmoorings@gmail.com)

**Web:** <https://www.ranwortheestate.co.uk>

If you are dissatisfied with our handling of your personal data, you also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

**ICO Contact Details:**

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

**Tel:** 0303 123 1113

**Website:** [www.ico.org.uk](http://www.ico.org.uk)

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## 13. Updates to This Privacy Notice

We may update this Privacy Notice from time to time. Updates will be posted on our website, and where appropriate, notified to you directly.

Please check this notice regularly to stay informed of how we process your data.