

## Organic Food Federation Privacy Policy

### 1. Our Policy

- The Organic Food Federation is the data controller in relation to personal data we collect from you.
- We are committed to protecting and respecting your privacy.
- We are registered in England and Wales under company number 4050913 and have our registered office at 31 Turbine Way, Swaffham, Norfolk PE37 7XD. We can be contacted at info@orgfoodfed.com and on 01760 720444.
- This policy sets out the basis on which we will process any data we collect from you, or that you provide to us, or that we receive from other sources. Please read the following carefully to understand our views and practices regarding your data and how we will treat it.

### 2. Section 3.3 on Confidentiality of our Standards states

- During the course of your inspection and certification process we require you to supply us with information which might be of a confidential nature.
- We treat all information given to us as confidential and it will not be disclosed to third parties unless it is in the public domain.
- We are however obliged by law to pass information to authorised government bodies, local authorities and other certification bodies.

### 3. The information we collect from you

- **Information you give us.** This is information about you that you give us by filling in forms on our website or by corresponding with us by phone, email or otherwise. The information you give us may include your name, address, email address and phone number.
- **Information we collect about you.** This includes information required to issue an organic certificate of conformity and trading schedule.
- Collecting this data is essential to us being able to issue organic certificates and trading schedules.

### 4. How we use this data

- A key requirement of UK Data Protection law is that we have a lawful basis for each aspect of processing of your data.
- Where data is collected for the purpose of organic certification, we will use your data on the following basis.

To carry out our obligations arising from any certification issues.

- Where we are required to process data in order to comply with our legal obligations, we will use your data on the basis that it is necessary to do so for the purposes of legal compliance, which may include storing your data in order to establish, exercise or defend legal claims within the relevant statutory limitation periods.

- Where we have a legitimate interest (which you may object to at any time as set out in section 7 below) to process data, we will use your data on the basis that we have legitimate interest to do so which is not overridden by your rights and freedoms, which may include the following types of processing.

To provide you with information, products or services that you request from us or which we feel may interest you where you have consented to be contacted for such purposes.

- We will never sell your information to third parties. However we may disclose your personal information to third parties in the following circumstances.

In the event that we appoint a third party data processor to process your data in accordance with our documented instructions and with the requirements of UK Data Protection law;

If we are under a duty to disclose or share your data in order to comply with any legal obligation;

If it is necessary to disclose your data to our professional advisers (for example, to our legal advisers or our accountants);

If it is necessary to do so in order to enforce or apply our terms and conditions of supply (if applicable) or to protect the rights, property, or safety of the Organic Food Federation, our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction and exchanging information with debt recovery agencies.

## **5. Where we store your Data**

- We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with UK Data Protection law.
- All information you provide to us is stored on our secure servers.
- Unfortunately the transmission of information via the internet is not completely secure. Although we will do our best to protect your data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **6. How long we keep your data**

- We will process your data for no longer than is reasonably required. We consider this to be the amount of time that we need your data.

## **7. Your rights**

- To exercise any of your rights, please write to us at our registered office, contact us by telephone or email us using the details set out in section 1 above.
- You have the right to ask us not to process your data for marketing purposes. You may object to our use of your data for marketing purposes contacting us and informing us that you object to our processing of your data for marketing purposes.
- In respect of processing which we carry out on the basis that you have given consent, you have the right to withdraw consent to our processing for specified purposes or at all at any time. You may withdraw consent by contacting us and informing us that you are withdrawing your consent

for one or more of the purposes for which consent was given.

- You may request to have any incorrect information corrected or to have your information deleted.
- You have the right to request a copy of information held about you by us. Generally we will provide this information free of charge, however in certain circumstances we reserve the right to charge a reasonable fee to meet our costs in providing you with details of the information we hold about you in accordance with UK Data Protection law.
- In certain circumstances, you have the right to require us (and our third party data processors) to erase your data without undue delay, although we reserve the right not to erase data (or to inform our third party data processors) where processing remains necessary for purposes which are permitted by UK Data Protection law.
- You have the right to request that your data is made portable for the purposes of transferring data to another supplier in relation to:

Data which you have provided to us;

Data which is processed on the basis of your consent or the performance of a contract; and

Data which is processed by automated means

## **8. Right to lodge a complaint**

- We will endeavour to only use data that is relevant to our purpose and to ensure your data is kept secure however sometimes errors occur. If you wish to raise a complaint on how we have handled your data, you can contact us to investigate the matter. If you are not satisfied with our response or believe we are not processing your data as required by law, you can contact the Information Commissioners Office on 0303 123 1113.

## **9. Changes to our privacy policy**

- Any changes we make to our privacy policy in the future will be posted on our website, and where practicable, notified to you by email. Please check back frequently to see any updates or changes to our privacy policy.

## **10. Should you want to make contact with the Federation**

- Questions comments and requests regarding this privacy policy are welcomed and should be addressed to our registered office or by telephone or email to us using the details set out in paragraph 1 above.