

# NORTH FARM HORTON PRIVACY POLICY

North Farm understand that the information you trust us with is important to you, and we are committed to protecting and respecting your privacy.

This policy explains how, when and why we collect your personal information during the course of providing services to you and how we keep it secure.

## Summary

- We only collect personal information about you where it is completely necessary or you have consented, and we ensure that we only collect information that we need
- We will not sell your information to third parties
- We will protect your personal information with an appropriate combination of technical and organisational measures
- We retain your data for as long as necessary
- If you have a complaint please see how to contact us in Section 7
- If you have any questions about how we process your information, please see how to contact us in Section 9

### 1. What information do we collect about you?

Your full name, address, phone number, email address, driving licence or passport, and 1 x household bill

### 2. Why we use the information about you?

For proof of identity and so we can contact you reference the storage facilities you rent from us. We will contact you from time to time if there is something you need to know regarding the storage facilities or for the purposes of accounts

### 3. Information that we share

We do not share your information with third parties

### 4. Information security

We work hard to keep your data safe. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonably possible, the confidentiality, integrity and availability of your information at all times

### 5. Access to your information

You have the right to request a copy of the information we hold about you. We will provide you with this information within one month of receiving your request and verifying your identity.

You also have the right to contact us if you believe your personal information is incorrect, or if you believe we are no longer entitled to use your personal data. If you

have any questions about how we use your personal information, please contact us using the details provided at the end of this policy

6. Retaining your data

We retain your data for the duration of the provision of services to you. As soon as this has ended and as long as there are no outstanding payments due to us, then we will destroy all the personal information that we have on you

7. Complaints

We work hard to ensure all your personal information is treated safely and securely. However, if you have a complaint, please write to: -

Mrs Victoria Snell  
North Farm  
Horton  
Wimborne  
Dorset BH21 7HL

You also have the right to complain to the Information Commissioner's Office

8. Changes to our Privacy policy

We review our Privacy Policy regularly and will place any updates on our website and in relevant policy communications

9. Who to contact in relation to processing of personal information at North Farm Horton

If you would like to discuss anything in relation to this policy or how we handle your personal information, you can reach the Data Protection Officer for North Farm Horton by writing to: -

Mrs Victoria Snell  
North Farm  
Horton  
Wimborne  
Dorset BH21 7HL