

BOWLAND LTD BIOENERGY

Smithfield Farm, Twiston Lane, Downham, Clitheroe, BB7 4DF

Telephone: 01200 440437

E: info@bowlandbioenergy.co.uk

GDPR Privacy Policy - Customers

Bowland Bioenergy Ltd are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.bowlandbioenergy.co.uk you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulations 2018 (GDPR), the data controller is Anne Seed, Director of Bowland Bioenergy Ltd.

Information We May Collect From You

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our website www.bowlandbioenergy.co.uk (our site) or by corresponding with us by phone, e-mail, social media or otherwise. This includes information you provide when you register to use our site, subscribe to our services, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph, social media names, profile etc.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.

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Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy www.bowlandbioenergy.co.uk/wp-content/uploads/2018/02/Cookie-Policy.pdf

Information

We use information held about you in the following ways:

- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us.
- To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
- To provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by agreed methods of communication (as agreed in customer consent form/email) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, we will contact you by electronic means only if you have consented to this. You may choose to opt out of any or all methods of communication you have previously agreed to, please contact us to inform us of your preferences.
- To notify you about changes to our service.
- To ensure that content from our site is presented in the most effective manner for you and for your computer.

Information we collect about you.

We will use this information:

- To comply with all legislation as required.
- To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.
- To improve our site to ensure that content is presented in the most effective manner for you and for your computer.
- To allow you to participate in interactive features of our service, when you choose to do so.

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- As part of our efforts to keep our site safe and secure.
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.
- To make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

Disclosure of Your Information

We may share your personal information with any member of our company, which means our subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with [them or] you.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.
- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Bowland Bioenergy Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Bowland Bioenergy Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

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Where we Store Your Data

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal 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.

Your Rights

You have the right to ask us not to process your personal data for marketing purposes.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to Information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Mrs Anne Seed, Bowland Bioenergy Ltd. Smithfield Farm, Twiston Lane, Downham, Clitheroe, BB7 4DF.