

Privacy Policy

At Allington Farm Shop we are committed to maintaining the trust and confidence of visitors to our website and to keeping your personal data secure. We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. In particular we want you to know that we do not pass on your data to third parties for marketing purposes. This Privacy Policy provides information about when and how we collect your personal data, how we use it, how long we keep it and how you can update your data. Please note that by visiting and using allingtonfarmshop.co.uk, you are accepting the practices described.

The internet is not a 100% secure communication medium, and by contacting us you acknowledge that we cannot guarantee the security of any communications with us over the internet. We are not responsible for any damages which you, or others, may suffer as a result of loss of confidentiality of such information.

We may collect and store any or all of the following types of information:

Any personal information about any transactions carried out between you and Allington Farm Shop, any personal information that is collected during registration or subscription to any service from Allington Farm Shop including customer email address, postal address and telephone number. The personal information we collect might include your name, address, email address, IP address, telephone numbers and information regarding what website pages are accessed and when. If you make a purchase, your card information is not held by us, it is collected by our third party payment processor, who specialise in the secure online capture and processing of credit/debit card transactions.

How do we collect personal data from you?

We obtain personal data from you when you use our website, when you contact us about services, submit information directly via sign up forms, when you make a purchase or if you sign up to receive our newsletters.

How we may use your personal information:

As set out above, Allington Farm Shop is committed to safeguarding your personal information. Whenever you provide such information, we are legally required to use your information in line with all laws concerning the protection of personal information. We may use your information;

- To ensure that the content on the Allington Farm Shop website is presented in the most efficient way for you and the computer that you are using and to enable you to participate in interactive features of the site.
- To send you communications which you have requested and that may be of interest to you. These may include information about events, promotions, offers, recruitment, information about Allington Farm Shop and replies to requests
- For our internal purposes including statistical or survey purposes, quality control, site performance and evaluation in order to improve our website
- To administer this website
- If you consent, to notify you of products or special offers that may be of interest to you.
- To allow Allington Farm Shop to enable any services you are registered for.
- To enable us to send to you any goods which have been purchased or process any orders which have been placed via the Allington Farm Shop website.
- To communicate with you about the website and to send you general notifications.
- To communicate with you for the purposes of marketing our business.
- To allow us to deal with any enquiries and complaints made by or about you relating to Allington Farm Shop.

Cookies

This website uses cookies to improve your user experience.

Cookies, are parcels of text sent by a server to a Web client (usually a browser) and then sent back unchanged by the client each time it accesses that server. Every time the user visits the webpage the cookie can be used to help identify them. We may use Session cookies on the Allington Farm Shop website. We use session cookies to keep track of you whilst you navigate the website; Session cookies do not reside on your computer permanently and will be deleted when you close your browser.

Third party websites external to Allington Farm Shop

Our website may contain hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, including cookies. Please check these policies before you submit any personal data to these websites. Allington Farm Shop accepts no responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

How long will we retain your information?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

You may contact us at any time to see the personal information that you have given us and request:

- correction
- a copy of your data . (We charge £10 for information requests and will require you to prove your identity with 2 pieces of approved photographic identification.)
- that we cease processing your information
- that we delete your data

You can instruct us to remove you from marketing communications at any time, free of charge.

Changes to this Privacy Policy

We may update this Privacy Policy by posting new versions on the website. You should check this page every time you submit any personal data to ensure you are happy with any changes. We reserve the right to notify you by email of any changes to this Privacy Policy.

Contacting Allington Farm Shop about this Privacy Policy

If you have any questions or comments about this privacy policy, we can be contacted via email at: sales@allingtonfarmshop.co.uk or by post to Allington Farm Shop, Allington Bar Farm, Allington, Chippenham, SN14 6LJ.