



NFSCo CIC Privacy Policy

When you use NFSCo CIC, you trust us with your information. This Privacy Policy is meant to help you understand what data we collect, why we collect it and what we do with it. This is important and we hope you will take time to read it carefully. And remember, you can update and manage your personal information and protect your privacy and security via the NFSCo website

There are many different ways that you can use our services. As you use our services, we want you to be clear how we are using your information and the ways in which you can protect your privacy.

Our Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information
- Security
- Cookies

The choices we offer include how to access and update information. We've tried to keep it as simple as possible, but if you have any questions please contact NFSCo CIC by telephone, email or post.

NFSCo CIC is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or telephone services, then you can be assured that it will only be used in accordance with this privacy statement.

NFSCo CIC may change this policy from time to time by updating this page however we will not reduce your rights under this Privacy Policy without your explicit consent. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st April 2018

What we collect & Why we collect it

We may collect the following information:

- Main contact name and business name – this is predominantly used for Invoicing purposes.
- postal address and email address if applicable – this is predominantly used for Invoicing purposes.
- Holding & Herd number – this can be used for cross checking if an animal belongs to a customer.
- Type of animals held by the member – this is used to generate a customised price list for the member.
- other information relevant to customer surveys and/or relevant offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Invoice purposes
- Sending Customised Price lists
- Internal record keeping.

- We may use the information to improve our products and services.
- We may periodically send relevant promotional material about new products, special offers or other information which we think you may find interesting using the email address which you have provided. This information will only be sent to you in conjunction with either a NFSCo invoice or annual compliance statement.
- From time to time, we may also use your information to contact you for NFSCo market research purposes. We may contact you by email, phone, or mail. We may use the information gathered in this way to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Cyber Essentials Certification



Cyber Essentials is a voluntary Government and Industry supported scheme.

The scheme highlights the 10 basic Cyber Security steps all organisations need to implement to mitigate the risk from common internet based threats, and also offers a mechanism for them to demonstrate to customers and suppliers that they have taken the essential Cyber Security precautions to protect their business.

At the beginning of January NFSCO were awarded the level 1 Cyber Security Certification.

NFSCO are now eligible to display the Cyber Essentials badge and this has now been added to the website, letterheads and NFSCO office email footers.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website.



Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Accessing and updating your personal information

Whenever you use NFSCo CIC services, we aim to provide you with [access to your personal information](#). If that information is wrong, we strive to give you ways to update or delete it quickly—unless we have to keep that information for legitimate business or legal purposes.

We aim to maintain NFSCo CIC services in a manner that protects information from accidental or malicious damage. Due to this, after you delete information from NFSCo CIC's website and database, we may not immediately delete residual copies from our servers and may not remove information from our backup systems until we deem appropriate and safe.

You may choose to restrict the collection or use of your personal information in the following ways:

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen but only in conjunction with either a NFSCo invoice or Compliance Statement.

You may request details of personal information which we hold about you. If you would like a copy of the information held on you please write to NFSCo CIC, Sallyfield Lane, Stanton, Nr. Ashbourne, Derbyshire DE6 2DA

If you believe that any information we are holding on you is incorrect or incomplete, please, write or email NFSCo as soon as possible at the above address. We will promptly correct any information found to be incorrect. Or alternatively visit the NFSCo website ([Insert link](#)) to log on online.