PRIVACY POLICY

Hall Agri Ltd is registered in England and Wales and referred to as “Hall Agri Ltd”, “We” or “Us” in this Policy.

OVERVIEW

We respect the privacy of individual and company’s data that is provided to us in the course of business. We handle your data fairly and legally at all times and will endeavour to be transparent about what data we collect and how we use it.

This policy shows how we:

- use your data;
- what personal data we collect;
- how we ensure privacy is maintained;
- your legal rights relating to personal data;

when you access our services via store, website, email or telephone.

HOW WE USE DATA

- To provide goods and services.
- We will rely on legitimate interests in order to: register vehicles with DVLA, machinery warranty registration with manufacturers, warranty claims, service follow up, and where you have requested finance arrangements.
- To manage accounts that you hold with us.
- To verify your identity.
- For crime and fraud prevention, detection and related purposes. Where we have a legal right or duty to disclose your information (e.g. public authority or a legal dispute).
- With your prior agreement to contact you electronically or by mail regarding promotional offers, products and services which we feel would be of interest to you.

PERSONAL DATA WE COLLECT

- Name and title
- Contact details, postal address for billing and delivery, telephone numbers (including mobile) and email address.
- Purchase and payment history
- Your communications and marketing preferences
- Your correspondence and communications with us.
- Other publicly available personal data when you communicate with us via a public platform (e.g. Twitter feed, Facebook page or other social media).
- Your insurers details when provided by yourself to fulfil a transaction.

HOW LONG WE KEEP DATA

We will not retain your information longer than is necessary for the purposes set out in this policy. Normally data will be held for a maximum of 10 years.

SHARING DATA WITH THIRD PARTIES

So that we can provide certain services to you we need to share your personal data with some service partners. These include:

- manufacturers for warranty registration.
- finance companies where you have requested.
- card processing companies when payments are made by card.
- DVLA and IVIS RAV online for registration of vehicles.
- Accountancy services when preparing our annual accounts.
- Ibcos computers whose accountancy package we use and they may from time to time have access to our system for maintenance and IT support.
- Weebly our website hosting provider who may from time to time have access to our website for maintenance and IT support.
- Our solicitors or debt recovery agent for debt recovery purposes.

- Your insurance company/broker with regards to cover notes for new machinery and when providing repair work as required.
- Periodically we may be approached by other businesses for a credit reference. We will provide details regarding your credit worthiness and confirming your name and address.
- Government bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so:
    - To comply with our legal obligations
    - To exercise our legal rights (for example in court case).
    - For the prevention, detection, investigation of crime or prosecution of offenders and
    - For the protection of our employees and customers.

YOUR RIGHTS

You have the right to

- Ask what personal data we hold about you
- Ask for your personal data to be amended if incorrect, updated, or removed.
- The right to opt out of any marketing communications. You can opt out at any time by emailing your request to accounts@hallagriltd.co.uk (and use the subject title "Opt Out") or in writing.

If you wish to take any actions regarding your personal data, please contact us using the contact details at the end of this document.

INFORMATION SECURITY

We recognise that people are becoming increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general.

We are committed to ensuring the security of your information. To prevent unauthorised access or disclosure, maintain data accuracy, and ensure the appropriate use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. Monitoring is in place to automatically detect and block unauthorised access. All personal data that you supply us is stored on servers that encrypts files both at rest and in transit, reducing

the risk of interception or unauthorised access. Our accounts software is hosted by Ibcos where Data is stored in a secure cloud environment, reducing the risk associated with local on-premise hardware. The system provides reliable backups, data security, and compliance with data management standards.

For your protection, we never store any payment details and where possible we store personal data such as passwords, encrypted.

We use industry standard TLS certificates to provide encryption of data in transit, for example, all access to our website is covered by HTTPS.

Please also be aware that communications over the Internet, such as emails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered – this is the nature of the World Wide Web/Internet. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

COOKIES

Please refer to our Cookie policy for further details via the **link here** or at the bottom of the page.

BREACHES

Any breach of privacy which is likely to be a risk to an individual's rights and freedom will be reported to the Information Commissioner's Office (ICO) within 72 hours. Any breach of privacy will be logged and documented by us.

CONTACT DETAILS

Email: **accounts@hallagriltd.co.uk**
Tel: **01938 552147**
Website: **www.hallagriltd.co.uk**
Postal: **Martyn Hall, Hall Agri Ltd, Unit 7-8 Severn Farm Industrial Estate, Welshpool, SY21 7DF**

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