

## Data Protection Policy 2018

Jersey Dairy is committed to ensuring that your privacy is protected and that your data is stored and processed in a secure manner.

### What we Collect:

We collect the following information from you with your consent;

- Full name;
- Address;
- Phone numbers;
- Email address.

On top of this we will store your customer code and your trading history with us, including Statements/Invoices and payment history.

No special/sensitive category data will be collected or stored such as racial or ethnic origin, political, philosophical, or religious beliefs, trade union membership or generic, biometric and health data.

We may also use technology to monitor and track patterns of behavior of visitors to our website. This can include a 'cookie' which would be stored on your browser. 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, they allow web applications to respond to you as an individual. We use cookies to identify which pages are being used; this helps us analyse data and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes. A cookie in no way gives us access to your computer, you can choose to accept or decline cookies, you can go into your browser settings and remove this cookie at any time.

### What we do with your Information:

The information we collect is necessary for us to carry out our contract with you; to enable us to deliver our goods and services as efficiently as possible. We do not ask for or hold any personal data or information that is not appropriate or relevant to our contract with you. Other ways we may use your information;

- Internal record keeping;
- Correspondence to further identify your product and service requirements;
- We may use information to improve our products and services;

### How we Store Information:

Information and records relating to our customers are stored securely, using a mixture of encryption, password protection and servers/backups, all kept with multiple lock protection.

Information will only be stored as long as needed or required by law and will be disposed of securely and appropriately.

### Who has Access:

All customers have the right to have access to the information held on them, we will also take reasonable steps to ensure that the information we keep is up to date by contacting customers about whether there have been any changes.

Jersey Dairy is the "Data Controller" under the new legislation and in some instances we outsource to "Data Processors". Data Processors only act in accordance with our Data Controller's instructions, and comply with our Privacy Policy. As a Data Controller we are also registered with the Information Commissioner of Jersey.

All staff working at Jersey Dairy comply with the new legislation to ensure the security and confidentiality of all personal data being collected and processed, this applies to whether personal data is taken electronically or in a paper based format. Staff breaches of data protection legislation may result in disciplinary action. Any staff holding electronic devices comply to having password protection and to keep this device safe and secure at all times.

### Data Retention and the Right to be Forgotten:

The new legislation introduces a right for individuals to have personal data erased, individuals can make a request for erasure in writing and we have one month to respond to this request. The right is not absolute and our legal obligations comes above the right to be erased.

We keep personal data for as long as the account remains active. In the event an account becomes inactive, we endeavor to contact each individual after 24 months of inactivity to consent to the termination of their account and deletion of their personal data.

### Data Breaches:

The new legislation introduces a duty on all organisations to report certain types of personal data breaches to the relevant authority; in Jersey Dairy's case this would be the Information Commissioner of Jersey. We are required to inform the Information Commissioner within 72 hours (where feasible) of becoming aware of the breach. Also, if a breach is likely to result in a high risk of affecting our customers, we would inform those customers without undue delay.