

# Privacy Policy

## **Privacy Policy**

This website is operated by The Durham Ox ([www.durhamoxilkeston.co.uk](http://www.durhamoxilkeston.co.uk)). The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully because it contains important information regarding:

- who we are;
- how and why we collect, store, use and share personal information;
- your rights in relation to your personal information; and
- how to contact us and supervisory authorities in the event that you have a complaint.

## **Who we are**

The Durham Ox ('we' or 'us') collect, use and are responsible for storing certain personal information about you. When we do so, we are regulated under the General Data Protection Regulation which apply across the European Union (including the United Kingdom) and we are responsible as a 'controller' of that personal information for the purposes of those laws.

## **The personal information we collect and use**

### 1. Personal information you provide to us

We collect the following personal information that you provide to us:

Your name, email address, phone number or other contact information

Some examples of when we collect this information include:

When filling out an enquiry form

### Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- shall consent on their behalf to the processing of their personal data;
- shall receive any data protection notices on their behalf; and
- shall consent on their behalf to the transfer of their personal data abroad.

## **Monitoring and recording communications**

We may monitor communications such as emails for the following purposes:

To contact you with information in response to an enquiry, marketing or promotional materials, and other information that may be in response to you completing a voluntary form or opting into a mailing list.

## Cookies and similar technologies

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, local shared objects ('flash cookies') and single-pixel gifs. Such technologies can be used to track users' actions and activities, and to store information about them. We use these cookies and/or similar technologies on this website.

In addition it should be noted that in some cases our cookies or similar technologies may be owned and controlled by third parties who will also collect personal information about you.

The following examples illustrate how we may use cookies to monitor and/or collect the following information:

Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data and weblogs and other communication data.

This information helps us to build a profile of our users. Some of this information may be aggregated or statistical, which means that we will not be able to identify you individually.

On the first occasion that you use our site we will notify you that our site contains cookies. You can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on cookies generally visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **How we use your personal information**

We collect information about our users for the following purposes:

To respond to an enquiry  
Improve your browsing experience  
Enable your use of the services available on the website  
Conduct research, statistical analysis and behavioural analysis  
Deal with any complaints

## **Who your information may be shared with**

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity

## **Links To Other Sites**

We may provide links to external websites which may not be owned, controlled or operated by us. These websites should have their own privacy policies which you should check. We do not accept any responsibility or liability for their policies.

### **How long your personal information will be kept**

We may keep your personal information for as long as it is necessary for the purposes set out in this privacy notice unless you request for this information to be deleted.

### **Keeping your information secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

### **What rights do you have?**

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address
- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on

individual's rights under the General Data Protection Regulations (<http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>)

If you would like to exercise any of these rights please:

- email [durhamoxilkeston@gmail.com](mailto:durhamoxilkeston@gmail.com)
- let us have enough information to identify you
- let us have proof of your identity (a copy of your driving license, passport or a recent credit card/utility bill)
- let us know the information to which your request relates

From time to time we may also have other methods to unsubscribe (opt-out) from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

### **How to complain**

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

### **Changes to the privacy policy**

This privacy policy was published on 16th September 2021 and last updated on 16th September 2021.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

### **Contacting us**

If you have any questions about this policy or the information we hold about you, please contact us by:

e-mail: [durhamoxilkeston@gmail.com](mailto:durhamoxilkeston@gmail.com)

We use your Personal Information only for providing and improving the Site, or to contact you in response to a project enquiry you have submitted. By using the Site, you agree to the collection and use of information in accordance with this policy.