



Privacy Notice

Fengrain Ltd and its subsidiaries (Fengrain Services) are committed to protecting and respecting your privacy.

This notice sets out the basis on which any personal data we collect from you, or that you provide us, will be processed by us. Please read this document carefully to understand our practices and processes regarding your personal data and how we will treat it. By visiting www.fengrain.co.uk or engaging in a business process with Fengrain you are accepting and consenting to the practices described in this privacy notice.

For the purpose of the General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR), the data controller is Fengrain Ltd of Hook Lane, Wimblington, March, Cambridgeshire, PE15 0QN.

Information We Collect From You

We will collect and process the following data about you:

- Information you give us. This is the information about you that you give us by filling in forms on our website www.fengrain.co.uk or corresponding with us by phone, email or otherwise. It includes information you provide when you register to use our website, subscribe to our service, search for a product, enter a competition, promotion or survey, and when you report a problem with our website. The information you give us may include your name, address, email address and phone number.
- Information we collect about you. With regard to each of your visits to our website we will automatically collect the following information:
 1. Technical information, including the internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and version, operating system and platform.
 2. Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our website (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks and mouse-overs) and methods used to browse away from the page.
- Information we receive from other sources. This is the information we receive about you if you use any of the other websites we operate or the other services we provide. We are working closely with third parties (including, but not limited to, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers and search information providers). We will notify you when we receive information from them and the purposes for which we intend to use the information.

Our Purposes for Using Your Personal Data

We have set out below a description of the ways we may use your personal data and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Lawful Basis for Processing
To process and respond to any requests or enquiries submitted by you.	Necessary for our legitimate business interests (to run our business). To take steps to enter into a contract with you.
To manage and administer our contracts with you, including arranging collections and deliveries, invoicing and other aspects of service or product delivery.	Necessary for our legitimate business interests (to run our business). To take steps to enter into a contract with you.
To administer and protect our business, website and software programmes (including; troubleshooting, data analysis, testing, system maintenance, support, reporting, and hosting of data).	Necessary for, or to comply with, our legitimate business interests (for running our business, provision of administration and IT services, network security, to prevent fraud etc.). Necessary to comply with a legal obligation.
To deliver relevant website content to you and use data analytics to improve our website, products/services, marketing, customer relationships and experiences.	Necessary for our legitimate business interests (to keep our website updated and relevant, to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy).
To make suggestions and recommendations to the customer organisation that you are employed or engaged by about goods or services that may be of interest.	Necessary for our legitimate interests (to develop our products/services and grow our business).
To notify you of changes to, or to seek your views or comments on, the goods and services we provide.	Necessary for our legitimate business interests (to develop our products/services and grow our business).
To update you about our services, events or other information which we think you may find interesting.	Necessary for our legitimate business interests (to develop our products/services and grow our business).
To ensure that content from our website is presented in the most effective manner for you and for your computer.	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud etc.) . Necessary to comply with legal obligations.
To allow you to participate in interactive features of our service, when you choose to do so.	Necessary for our legitimate interests (to develop our product/services and grow our business).
As part of our efforts to keep our website safe and secure.	Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud etc.). Necessary to comply with legal obligation.
To measure or understand the effectiveness of advertising we serve you and others, and to deliver relevant advertising to you	Necessary for our legitimate interests (to keep our website updated and relevant, to study how customers use our product/services, to develop them, to grow our business and to inform our marketing strategy).

Where we need to collect your personal data for the purposes set out above, if you fail to provide that data we may not be able to provide our services to you (for example, responding to a request or query that you submit to us).

Data Protection Authority

You have the right to make a complaint at any time to the UK supervisory authority for data protection issues. This is the Information Commissioner's Office (ICO) whose details can be accessed via the ICO website at <https://ico.org.uk/global/contact-us/>

We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please do get in touch using the details set out below.

We aim in all circumstances to respond to information access requests within 30 days of receipt of the written request.

Disclosure of Information

We may share your personal information with;

- Any member of our group, which means Fengrain Ltd and Fengrain Services;
- Analytics and search engine providers that assist us in the improvement and optimisation of our website;
- Selected third parties, including business partners, suppliers and subcontractors, but only for the performance of any contract we enter into with you.

International Transfers

- We do not transfer (or permit our third party service providers to transfer) your personal information outside of the European Economic Area.

Where We Store Your Personal Data

All information you provide to us is stored on our secure servers. Any online payments made will be encrypted with the latest technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How Long We Retain Your Personal Data

We will only retain your personal information for as long as is necessary to fulfil the purposes we collect it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. In order to comply with law and to ensure we have the necessary information required in order to resolve future issues that might arise, we retain all personal data for a minimum period of seven years from collection. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your Rights

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

- Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request the transfer of your personal information to another party. No fee is usually required.

If you want to review, verify, correct or request erasure of your personal information, object to the personal data, or request that we transfer a copy of your personal information to another party, please contact:

Kevin Cooper
 Finance Director
 Fengrain Ltd
 Hook Lane
 Wimblington
 March
 Cambridgeshire
 PE15 0QN

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent, please contact the Finance Director (contact details above). Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers or affiliates. If you follow any link to any of these websites, please note that these website have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to Our Privacy Notice

Any changes we make to our privacy notice in the future will be posted on this page and, where appropriate, notified to you by email. Please check back frequently to see any updates or changes to our privacy notice.

Please note – Information on the Fengrain website is intended to provide guidance, but in no way constitutes recommendation.

Cookies

Like many other websites, our website uses 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 or lets you know when you visit a particular site. 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.

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

For any further comments or requests regarding this privacy notice, please write to;

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