



General Data Protection Regulations **(GDPR) Policy – General Privacy**

Doc Ref: FFS – POL - 17

Date: 01.11.2022

Version: 1

Doc Path: Technical/Site
Policies/Polices

Introduction

Flying Fish Seafoods is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of our customers and users of our products that communicate (online or offline) with us, events, over the phone, through our mobile applications, websites and social media platforms.

We have therefore developed this privacy policy to inform you of the data we collect, what we do with your information, what we do to keep it secure as well as the rights and choices you have over your personal information.

Throughout this document we refer to Data Protection Legislation which means the Data Protection Act 2018 (DPA2018), United Kingdom General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications (EC Directive) Regulations 2003, all the foregoing as amended from time to time, and any legislation implemented in connection with the aforementioned legislation. Where data is processed by a controller or processor established in the European Union or comprises the data of people of the European Union, it also includes the EU General Data Protection Regulation (EU GDPR). This includes any replacement legislation coming into effect from time to time.

Flying Fish Seafoods is the controller for the personal information we process, unless otherwise stated.

You can contact us either by phone, email or post.

Our main postal address:

Flying Fish Seafoods LTD, Old School Industrial Park, Moorland Road, Indian Queens, St. Columb, Cornwall TR9 6JP

Phone : 01726 862876

Our Data Protection Team is:

The Technical Department

Phone: 01726 862876

The information we collect and when

We only collect personal information that we know we will genuinely use and in accordance with the Data Protection Legislation. The type of personal information that we will collect on you, and you voluntarily provide to us on may include some or all of the following:

- Your name
- Address
- Telephone number(s)



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- Email address
- Survey responses
- IP address

We may, in further dealings with you, extend this personal information to include your address, purchases, services used, and subscriptions, records of conversations and agreements and payment transactions.

You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to deal with you as a customer/member/service user in an efficient and effective manner.

The legal basis for processing your data is based on your specific consent/compliance with a legal obligation/your vital interest/our legitimate interest that we will have requested at the point the information was initially provided, therefore we will not store, process or transfer your data unless we have an appropriate lawful reason to do so.

How we use your information

- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about;
- Make available our products and services to you;
- Process your orders;
- Take payment from you or give you a refund;
- For statistical analysis and to get feedback from you about our products, websites and other services and activities. For example, occasionally we may invite you to review a product or service you've bought or used from us. If we do, it's possible that we'll use independent research and feedback providers to act on our behalf;
- To power our security measures and services so you can safely access our website
- Help us understand more about you as a customer, the products and services you consume, so we can serve you better;
- Contact you about products and services from us;
- Help answer your questions and solve any issues you have.

Who we might share your information with

We may share your personal data with other organisations in the following circumstances:

- If the law or a public authority says we must share the personal data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk); or



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- From time to time, employ the services of other parties for dealing with certain processes necessary for the operation of the Website. However, all the information we share will be collected and anonymised, so neither you nor any of your devices can be identified from it.
- We will not share your information with any third parties for the purposes of direct marketing.

Your rights over the information

The right to be informed about our collection and use of personal data

You have the right to be informed about the collection and use of your personal data. We ensure we do this with our internal data protection policies. These are regularly reviewed and updated to ensure these are accurate and reflect our data processing activities.

Right to access your personal information

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and we will respond without delay and within one calendar month of receipt of your request.

We may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information. Please note that the time limit for fulfilling your request does not start until we have been able to verify your identity.

If you would like to exercise this right, please contact us as set out below.

Right to correction your personal information

If any of the personal information we hold about you is inaccurate, incomplete or out of date, you may ask us to correct it.

If you would like to exercise this right, please contact us as set out below.

Right to stop or limit our processing of your data

You have the right to object to us processing your personal information for particular purposes, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

Right to Erasure



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You have the right to have personal data erased. This is also known as the ‘right to be forgotten’. The right is not absolute and only applies in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

Right to portability

The right to portability gives you the right to receive personal data you have provided to a controller in a structured, commonly used and machine-readable format. It also gives them you the right to request that a controller transmits this data directly to another controller.

If you would like to exercise this right, please contact us as set out below.

How long we keep your information

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the Data Protection Legislation and never retain your information for longer than is necessary.

Giving your reviews and sharing your thoughts

When using our website/social media, you may be able to share information through social networks like Facebook and Twitter. For example, when you ‘like’, ‘share’ or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.

Security

- Data security is of great importance to Flying Fish Seafoods and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your collected data.
- We take security measures to protect your information including:
- Limiting access to our buildings to those that we have determined are entitled to be there (by use of passes, key card access and other related technologies);
- Implementing access controls to our information technology
- We use appropriate procedures and technical security measures (including strict encryption, anonymisation and archiving techniques) to safeguard your information across all our computer systems, networks, websites, offices and stores.
- Never asking you for your passwords;
- Advising you never to enter your account number or password into an email or after following a link from an email.



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Changes to our privacy policy

We may change this Privacy Policy from time to time (for example, if the law changes). We recommend that you check this policy regularly to keep up-to-date.

How to contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by one of the following means:

By email: technical@flyingfishseafoods.co.uk

By post: Flying Fish Seafoods, Old School Industrial Park, Moorland Road, Indian Queens, St. Columb, Cornwall TR9 6JP

By Phone: 01726 862 876

Thank you for taking the time to read our Privacy Policy.

Flying Fish Seafoods

This Policy was last reviewed/updated on 01.11.2022