



How we use and protect your data (our Privacy Policy)

This website is operated by Devon Dens partnership ("Devon Dens") whose office address is at 56 Station Road, Okehampton, EX20 1ED. At Devon Dens we are committed to protecting and preserving the privacy of our visitors when visiting our site or communicating electronically with us.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. Whilst we will keep all of your personal information confidential, we reserve the right to disclose this information in the circumstances as set out within this policy. We confirm that we will keep the information on a secure server and that we will comply fully with all applicable UK Data Protection legislation and regulations in force from time to time.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to enquiries@devondens.co.uk or by writing to Devon Dens, 56 Station Road, Okehampton, EX20 1ED. Alternatively, you can telephone 01837 871417.

Who are we?

We are Devon Dens, a privately owned partnership.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services, if you directly give us any information via forms, if you make a purchase or if you sign up to receive email communication.

M. 07969948631 **T.** 01837 871417

E. enquiries@devondens.co.uk

W. www.devondens.co.uk

Devon Dens, Germansweek, Beaworthy, Devon EX21 5AL



What type of information is collected from you?

In running and operating this website, we may collect and process certain data and information relating to you and your use of this site. Your privacy is important to us and we confirm that we will never release your personal details to any third party for their mailing or marketing purposes. The data that we collect is detailed below:

- Details of visits to our website and the pages and resources that are accessed, including but not limited to, traffic data, location data and other communication data that may assist us in understanding how visitors use the website. This may also include the resources that you access, and information about where you are on the internet including the domain type, IP address and URL that you came from. This information is collected and used for our internal research purposes and to improve our customer service.
- Information you provide to us by sending us a message through our website and information provided to us when you communicate with us electronically for any reason. If you contact us, we may keep a record of your email and other correspondence.
- Information that you provide us as a result of filling in forms on our website, such as registering for information or subscribing to our mailing list.

If you make a purchase from us, your payment information is not held by us.

IP Addresses

We may collect information about your computer, including but not limited to (where available), your IP address, operating system and browser type for administration purposes and to produce internal reports. This is statistical data relating to a web user's browsing actions and patterns and does not specifically identify you as an individual.

How is your information used?

We may use your information:

- to ensure that the content on the site is presented in the most efficient way for you and the computer that you are using;
- to provide you with information relating to our website, product or our services that you request from us;
- to provide you with information on other products that we feel may be of interest to you in line with those you have previously expressed an interest in via our website;
- to process an enquiry you have made;
- to meet our obligations arising from any contracts entered into by you and us;
- to seek your views or comments on the services we provide;

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- to notify you about any changes to our website, including improvements, and service or product changes;
- to send you communications which you have requested and that may be of interest to you.
- for our internal purposes including statistical or survey purposes, quality control, site performance and evaluation in order to improve our website;
- to administer this website; and
- if you consent, to notify you of products or services that may be of interest to you.

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process payments and send you email). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond Barrel Top Wagons for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

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How Do I opt out?

You have a choice about whether or not you wish to receive information from us. We will not make contact with you unless you have opted in. If then, you no longer want to receive direct marketing communications from us, then you can change your preferences or completely unsubscribe in one of two ways:

- Click the 'unsubscribe' or 'change preferences' link at the bottom of marketing emails sent to you
- Email enquiries@devondens.co.uk or telephone 01837 871417 and we will process your request within 7 days

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted.

Your Rights

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: enquiries@devondens.co.uk or by writing to Devon Dens, 56 Station Road, Okehampton, EX20 1ED. Alternatively, you can telephone 01837 871417. You have the right to ask for a copy of the information Devon Dens hold about you.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. When you are on a secure page, a lock icon will appear in the address bar of modern web browsers such as Microsoft Edge and Google Chrome.

Once we receive your information, we make our best effort to ensure its security on our systems. We use password protected laptops to carry out all works, and hold any printed information in locked filing cabinets.

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Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access those using links from our website.

In addition, if you were referred to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

Those aged 16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Third Party Processing

Barrel Top Wagons utilises the services of third party organisations (Mailchimp, Wix etc.) to process your personal data. As the data controller, Devon Dens determines the purposes and means of the processing of your personal data. Where your data is processed by any third party on behalf of Devon Dens, that third party is a processor under the GDPR. We confirm that we take steps in order to ensure that this data is processed lawfully under the law in accordance with each agreement that we have in place with each processor.

If you wish to see all third-party processors, please email enquiries@devondens.co.uk and we will promptly send you a current list.

Review of this Policy

We keep this Policy under regular review. This Privacy Policy was last updated in April 2018.

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