

Hanson Fine Foods

Wheal Blencowe, Trelion, Grampound Road, Truro, Cornwall TR2 4ES

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Privacy Policy

Here at Hanson Fine Foods, we respect your privacy and are committed to maintaining and safeguarding it.

Below we will detail what happens to any personal data that you provide to us or that we collect from you whilst you visit our website.

Information we collect from you

1. Information provided voluntarily by you when making a purchase from us. This includes your name, addresses (card holders address, delivery address and billing address), contact telephone numbers and email, as well as your card payment details.
2. Information that you provide when contacting us by any means.

Who Collects your Information?

1. Hanson Fine Foods will collect information about you regarding all the above.

How is your Information Collected?

1. We collect information from what you supply us with at the time of checkout, or when you visit our 'contact us' page and make contact through whatever means. This includes email or telephone.

Why we collect your Information and How does it get used?

1. Primarily, to process your orders and contact you regarding your orders.
2. If you consent, to contact you about future products that might be of interest to you. You have the option to opt out at any time.

Who will your Information be shared with?

1. Our products are sent to you direct from our store and all orders are despatched directly to you.

In order for this to happen we need to collect your delivery address details to process and ship your order to you.

The details we require are your name, address, contact number and the products you have ordered.

Therefore, we ask you to tick the 'AGREE TERMS AND CONDITIONS' box before completing your order with us, to give consent for us to share your details with our payment provider SagePay. If you do not agree to share these details, we therefore unfortunately cannot process your order.

2. Orders need to be delivered. Your name and delivery address, along with your contact details (where necessary) will also be shared with Royal Mail. The information passed to them is solely for the purpose of getting your order delivered to you.

What happens to my details once I've received my order?

1. We retain our customers details for 3 months. This allows your order to be processed, tracked and delivered to you. It then allows you 30 days to check that your order has been delivered to you in perfect condition and allow for you to decide that you are completely happy with it, as part of our general T&C's.

After this time, (providing no further communications have been made, with regards to you order), we will remove all your details from all our systems, securely.

2. Occasionally we may telephone you towards the end of the 3 month period just to check your products were delivered to you OK, we will at this point check that you are happy for us to remove your details from our systems.

Disclosure of Information

We will not disclose your personal information to any other party other than those mentioned in accordance with this Privacy Policy and in the circumstances as detailed below:

1. In the event that we sell any or all of our business to the buyer
2. Where we are legally required by law to disclose your personal information
3. To further fraud protection and reduce the risk of fraud.

Requests for access to personal information:

Should you wish to assess the information we hold on you at any time, this can be requested in writing to:

Hanson Fine Foods, Wheal Blencowe, Trelion, Grampound Road, Truro, Cornwall TR2 4ES

Or over the phone on 01726 883113.

Requests must be accompanied with at least 2 adequate forms of ID or a series of security questions that we set to ensure your information is kept secure.

We will provide information upon request, free of charge, within 1 month from the request.

Right to rectification

If any of the details we hold on you are incorrect or incomplete, you have the right to ask us to correct them.

Right to Erasure

You have the right to 'be forgotten'. We already erase customer data after 3 months, but you can request to have your data removed / deleted earlier, when there's no reason to continue processing it. This includes 3rd parties, which we have shared your data with. However, if you ask for this information to be removed before your order/transaction with us has completed this may result in the cancellation of any orders you have placed.

Right to Restrict Processing

You have the right to block or suppress the processing of your data in certain circumstances. We would allow this right to be applied in the following situation:

Where you contest the accuracy of the personal data we hold, a request can be made to restrict processing until accuracy is verified. In this case your data would be stored until accuracy was verified.

Security

We take your online security very seriously.

For this reason, when you place an order with us, you will notice that your payment is collected by SagePay. A padlock symbol should appear in the top right corner of your internet browser window. This shows you that you can shop with confidence, in a secure mode using high levels of encryption. All information is encrypted, including your debit / credit card numbers, when passed between your browser and the SagePay server.

No credit card information is collected or stored on the hansonfinefoods.co.uk server.

We comply with the standards, procedures and requirements laid down by UK Data Protection Acts 1984 and 1998, as well as GDPR, to ensure your personal information is kept secure and processed fairly and lawfully.

If you require any further information, please contact us on 01726 883113 or email us using our contact page.

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