

Hartpury Process Limited's Privacy Policy

Hartpury Process Limited (HP Ltd), as a small **subsidiary Company to Mitchell F&D Limited (MFD Ltd)**, fully understands the importance of personal data and its security. We therefore consider it our obligation to properly use and protect any such information that we acquire, in line with the requirements of the General Data Protection Regulation 2018. We adhere to the following:

Purposes for Processing & Storing Personal Information

We process and control personal information to enable us to provide an effective & safe service to our customers & clients; to promote our services, to maintain our own accounts & records; to support & manage our staff.

Individual Rights with Respect to the Retention of Personal Information

At any time, an individual may request to see their own personal data as held HP Ltd and also to request that changes are made if required. Our contact details are included at the bottom of this page. **Note: All requests should be directed to Mitchell F&D Limited (MFD Ltd)**. A response will be provided as soon as possible and within one month of the request being received.

Individuals may also request that their own personal information is erased at any time, which will be actioned within one month of the request being received. It should be noted, however, that this does not release the individual from any contractual obligations associated with the work undertaken (e.g. protection of copyrighted documents) or consultancy/advisory work undertaken (e.g. confidentiality agreements).

In the case of any request not being appropriately actioned by MFD Ltd, the individual concerned has a right to lodge a complaint with the ICO: <https://ico.org.uk/>

Use and Management of Personal Information

1. For **general enquiries**, once the enquiry has been dealt with, all personal and/or business details are normally destroyed unless they are subsequently required for a booking or follow-up advice or support.
2. For **Process Unit bookings**, personal and/or business contact details (name, mailing address, email addresses and telephone numbers) are collected and used as follows:
 - a. To correspond with each client for the purposes of booking confirmation, invoicing, receipt of payment, arrangements to use the facility, supply of materials and any enquiries (pre & post-use) made by the individual client themselves.

Although HP Ltd shares information with MFD Ltd, **neither** Company discloses personal information to third parties, except in the following circumstances:

- When permission has been explicitly granted by the individual or business client concerned.
- When a business associate or sub-contractor, who has concluded a non-disclosure agreement with HP Ltd beforehand, is consigned personal information in part or in entirety in a range necessary for achieving the required purpose for the individual or business client concerned.
- When it is required by a court of law, police, or other recognised authority.
- When disclosed so that personal identification is not possible.

Storage, Security and Retention of Personal Information

HP Ltd and MFD Ltd operate out of secured small offices, where all records are safely stored. The HP Ltd office is staffed by the Process Unit Supervisor. Only authorised individuals are granted access to this office and are directly supervised by the Supervisor.

Personal information (as completed on the Booking Form) is stored in a hard-copy file, which is securely stored in the office. No personal data is held on a computer or in "the Cloud". Personal records are normally retained for:

- Five years, in the case of hard-copy records. This may be extended in the case of those individuals or clients who are expected to continue to make use of the services provided by HP Ltd in the future.

Contact Information

In the case you wish to contact us about the personal information that we may hold about you, contact should be made **via Mitchell F&D Limited**, either by phone (+44 (0)1531 828 330), or email (info@mitchell-fd.co.uk) or write to us: **The Company Secretary, Mitchell F&D Limited, 74 Culver Street, Newent, GL18 1DA, UK.**