



## Main Privacy Policy

### Overview

The St Ives Corn Exchange CIC (hereafter referred to as "the Company") take your privacy seriously and are fully committed to handling the information we collect from you in a secure and responsible manner that adheres to the guidelines published in the United Kingdom Data Protection Act 1998 and the General Data Protection Regulation (EU) 2016/679, which is applicable from the 25th May 2018.

Please read this privacy policy, which explains how we use your personal information, in particular:

- What information we collect
- How the information is used and what consents are required
- With whom the information may be shared
- The choices you have regarding your information

Any questions relating to this privacy policy should be sent to: [manager@thecornexchange.org.uk](mailto:manager@thecornexchange.org.uk)

### We Collect Information in a Number of Ways

#### Completing an Account Form

When an account is opened with the Company, we will collect the data that is necessary to honour our [Terms and Conditions](#), which includes general company details, address(es) and delivery address(es) bank details, and contact details of the people with whom the Company need to communicate in order to do business (for example, accounts, purchasing contacts etc.).

#### Via Email or a Contact Form on Our Website(s)

The Company use any information submitted to assist you in answering any questions or queries that you may have submitted or provide you with further information about the services we offer.

#### Social Media

If you have linked with the Company on any of our social media accounts, we may receive information including your name, profile picture, age range, language, email address and friend list.

#### Exhibitions

During exhibitions or community fairs, the Company collects information from visitors to the stand. The information provided will be used to assist you in answering any questions or queries you may have or provide you with further information about the services offered by the Company.

#### Third Parties

Some information we acquire may be collected by third party providers on our behalf in compliance with this Privacy Policy, for example a buying group with multiple members who has opened an account with us.



## **How We Use Your Information**

### **To Provide and Maintain a Service**

Using the information we collect, we are able to deliver our services to you and honour our [Terms and Conditions](#) contract with you. For example, we need to use your information to fulfil bookings that are placed.

### **To Communicate With You**

We use your information when needed to send you service notifications and respond to you when you contact us either directly or through a third party service provider.

We may also contact you to promote the Corn Exchange, or to advise you of any news about or improvements to the services we offer which we think you'll find valuable, provided you give us consent or where allowed based upon legitimate interests. You don't need to provide consent as a condition to purchase our services. We may contact you via:

- Email
- Post
- Telephone calls

## **Who Has Access to Your Data?**

### **Individuals That the Company Employ**

Your information may be shared internally for the purposes of honouring the [Terms and Conditions](#) contract with you or for the purposes of contacting you.

### **Third Parties**

Third party companies that the Company use to process information on our behalf based on our instructions and in compliance with this Privacy Policy. For example, we share data with email service providers in order to contact you. Information on the third parties we use can be obtained by sending an email to or a written request to:

Janice Dobson  
St Ives Corn Exchange CIC, Market Hill, St Ives, PE27 5AG

### **Law Enforcement Agencies or Government Agencies**

We only share information if we believe that disclosure is reasonably necessary to comply with a law, regulation or legal request; to protect the safety, rights, or property of the public, any person, or the Company; or to detect, prevent, or otherwise address fraud, security or technical issues.



## How Does the Company Protect Data?

The Company takes the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed to or accessed by any party, excepting our employees or third parties in the purposes of honouring the [Terms and Conditions](#).

## How Long We Keep Your Information

The Company retains personal data only for as long as necessary for purposes of honouring the [Terms and Conditions](#) and thereafter for a variety of legitimate legal or business purposes. This is also the case for anyone that we share your information with and who carries out services on our behalf. These might include retention periods:

- mandated by law, contract or similar obligations applicable to our business operations;
- for preserving, resolving, defending or enforcing our legal/contractual rights; or
- needed to maintain adequate and accurate business and financial records.

## Your Rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Company to change incorrect or incomplete data;
- require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Company is relying on its legitimate interests as a legal ground for processing.

If you would like to exercise any of these rights you can contact us via email at [manager@thecornexchange.org.uk](mailto:manager@thecornexchange.org.uk) or a written request to:

Janice Dobson  
St Ives Corn Exchange CIC, Market Hill, St Ives, PE27 5AG

If you believe that the Company has not complied with your data protection rights you can complain to the Information Commissioner.

## How We Make Changes to This Policy

The Company may change this policy from time to time which will be updated on this page. If the changes are significant, we may provide a more prominent notice or get your consent, as required by law.

## Contact Us

If you have any questions regarding this Privacy Policy or would like to update your preferences or the data that we hold please email [manager@thecornexchange.org.uk](mailto:manager@thecornexchange.org.uk) or a written request to:

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