

**The Goat House** are committed to protecting and maintaining your privacy.

This policy sets out how The Goat House (we) process and store any personal data we collect, or you provide to us via this website. This policy only applies to our site. If you leave our site via a link or otherwise, you will be subject to the policy of that website provider. We have no control over that policy, or the terms of the website and you should check their policy before continuing to access the site.

All Personal Information provided to or gathered by us, will be treated as confidential.

We will not provide any part of your information to others unless you have consented to this, where this is in our legitimate interests or to meet a legal obligation. Your information will never be sold, licensed, loaned, or otherwise distributed to any other organisation unless we are required to do so by applicable law.

### **Collection of your Personal Information**

We may collect personal information in various ways, including:

- Information that you provide by filling in forms on our site [www.thegoathouse.co.uk](http://www.thegoathouse.co.uk). This includes information provided at the time of registering to use our site, requesting further services, or reporting a problem with our website
- E-mail correspondence
- Written correspondence
- Directly from you at meetings or events.
- Details of your visits to our website including, but not limited to, traffic data, location data, weblogs, operating system, browser usage and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

You have a choice whether to provide any information to us, except where this is necessary to fulfil any contract – such as in relation to the provision of our services (albeit recognising that such a decision may mean that we are unable to provide our services as you expect

We maintain records of consent, where we rely on active consent for the processing of personal data, and will ensure processing is limited or ceases where such consent is withdrawn

### **IP addresses and cookies**

We may collect information about your computer, including where available your IP address, operating system, and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns and does not identify any individual and we will not collect personal information in this way.

We may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

### **Uses of your Personal Information**

We use the information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products, or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered between you and us.
- To allow you to participate in interactive features of our service when you choose to do so.
- To notify you about changes to our service

Use of your personal information will always be in accordance with applicable data protection laws; we rely on the following grounds justifying our processing of personal data:

- Consent – explicit consent for us to do so.
- A Contract or Legal Obligation – to fulfil our obligations under an existing contract or other legal obligation, in certain circumstances our right to process this information will override your right to object to us doing so.
- Legitimate Interests – we may judge that we have legitimate grounds to process your personal information in certain ways and where that is the case, we will balance our own interests against your own or the relevant individual whose data is being processed, to ensure that the rights and interests of those individuals who interact with us are protected.

### **Sharing your Personal Information**

We will never share your personal information with others for commercial gain or in ways that you would not reasonably expect of us.

Unless we have your explicit consent otherwise, we will only share your personal information where this is necessary to fulfil our contract with you or where we have a legal obligation to do so. You appreciate that in order

to provide you with our services or to sell you our products, it may be necessary or more efficient for us to engage other businesses that provide complementary services, allowing us to fulfil your needs or where such other services are necessary for us to operate our business; examples, without limiting this description, may include IT and website backups, hosting providers, HR advice and consultancy, payroll and bookkeeping services, software and program providers, banking and financial provider and equipment suppliers.

In addition, we may process your information where we are required or permitted to do so under applicable law, where required to do so by any Government agency or law enforcement, where it is necessary in connection with the sale or potential sale of our business or where we conclude that we have and can show one or more legitimate interests for doing so.

If you are unhappy with the way in which we handle your information or any response from us, you may seek further guidance or file a complaint with the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

### **Security**

The protection of our clients'/customers' or users' personal information is important to us and therefore we have and maintain appropriate technical and organisational measures to achieve these aims. These seek to protect personal information that we process from and against unauthorised or unlawful use, or accidental loss, damage or destruction and we review these measures, on a regular basis to ensure that they are appropriate.

These include encrypted access to our systems, only accessible by our personnel, utilising secure and regularly updated passwords and access to and processing of information through our site, using secure HTTPS. We do not however process any bank or card details through our site; instead using an established third-party provider to take payments online.

In relation to data security, you accept the risk that data transmitted to us through this site via electronic means may be intercepted before reaching us or may be accessed by unauthorised third parties or exploited unlawfully. We do not assume any responsibility for guarding against the acts of third parties and shall not be liable for any direct, indirect, or consequential losses or damages incurred or suffered as a result.

### **Retaining Personal Information**

We will only keep your personal information for such period as we deem necessary to fulfil the purpose(s) for which it has been collected or in relation to legal obligations to which we are subject. We monitor and regularly delete information and data that we hold, where we reasonably consider this to be no longer required for any legitimate purpose.

Where we can fulfil a request to delete and erase your personal information, we will fulfil that request, unless there is some other obligation to which we are subject requiring us to retain your data, in which case we will retain it only for so long as is necessary to meet that other legal obligation.

### **Your Information and Keeping it Up to Date**

You have the right to request details of the information that we hold about you. Should you wish to be provided with these details, please contact us with a simple request.

We wish to keep any information that we hold about you accurate and up to date and therefore please contact us if the information we hold about you needs updating.

If you have any questions or concerns regarding your privacy, or if you experience difficulties in accessing or viewing any site(s) operated by us, please contact us.

We value your feedback in relation to our online presence and therefore welcome any comments or feedback which you may have.

### **Your Preferences**

If we send you any information by way of marketing, this will be based on our having previously sold to you or responded to an enquiry for similar goods or services; all communications of this nature will include a simple means of unsubscribing. You may wish to update your preferences concerning what you receive and in what format that takes; to let us know about your preferences, to include if you wish to change them, please visit the relevant area of this Site or otherwise send us a simple request confirming those changes and we will update your preferences to reflect your wishes immediately.

Should you no longer wish to be contacted by us, please either confirm this in a simple request or by updating your preferences.

### **Right to Object to Processing**

Whatever justification we rely on, under GDPR you have a right to object to our processing of your personal information, unless we have a separate legal or regulatory obligation to do so, in which case our processing will only be limited to the extent to which we need to process your information. However, except for this, you may confirm your objection to the extent and kinds of processing being undertaken, by sending us a simple request, updating your preferences.

### **Changes to this Privacy Notice**

We may change or modify this Privacy Notice at any time, and we recommend that you check the latest version of this notice each time that you access the Site. Any significant changes to this notice may be confirmed through direct communication with you, where we consider that such changes should specifically be brought to your attention.

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