



Privacy Notice

Hawkhurst Fish Farm aims to deal with the data that we hold fairly and lawfully. This document has information about the data held by us, how it is used, and what you can do if you want it deleted.

Personal data on our systems

If you are in our system as a contact, the entry will normally have been created from information provided by you.

We do not buy contacts lists. We have never sold any of the information we hold about people to third parties.

Data is held for the following purposes:

- To allow us to identify our customers and hold records of past customers and sales.
- To provide information to customers about the service or product they have purchased
- To provide certain free advice services to people who have signed up to receive them
- To allow us to send information about our services, new services, products, and special offers to people who have asked to receive it.

Information is mostly held in our customer information management system Sage which we use for our accounting records and Microsoft Outlook.

If you have made a purchase, your information will also be held by the payment processor, eg Pay Pal, or payment services used by us which use these services.

Note that we do not have control over the information retained by these payment process services and for security reasons we do not have access to their databases. This is standard.



Our free newsletters and mailings services

Sometimes we send out Newsletters and free mailings. All emails should contain a section explaining why you are receiving the mailing, a link to this page, and an unsubscribe option if recipients no longer wish to receive information.

Unsubscribing and coming off our database

As discussed above, all our mailings will include an email address to contact if you want to stop receiving emails from that particular mailing list or promotion.

If you want to stop receiving ANY mailings you can email us at info@hawkhurstfishfarm.co.uk. We will then remove your details.

If you want us to actually delete your details from our system you will need to contact us. We will in most cases do this to the best of our ability, but note that if you are a customer we will need to retain your details for legal reasons for a minimum of 12 years from the date of purchase. For example, in case we receive an enquiry from HMRC.

If you have asked to be removed from mailings but then get another mailing from us - apologies. Accidents do happen sometimes. Let us know and we will sort this out for you.

Visitors to our websites

When someone visits one of our websites www.hawkhurstfishfarm.co.uk and www.hffconstruction.co.uk we do not make any attempt to find out the identities of those visiting our website.

We also work with third parties such as Intstagram, Facebook, and Google to collect conversion tracking data and data which we use sometimes for remarketing via those systems for advertising purposes.

Social Media

We use various social media organisations such as Facebook and Instagram in compliance with the relevant organisations own terms and conditions.

Further information

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

If you have any questions about how we deal with data in our systems please email info@hawkhurstfishfarm.co.uk.

If you consider that we have not dealt with your data correctly, note that you have the right to complain to the Information Commissioners Office at www.ico.org.

