



Group Delivery Note Privacy Notice			
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**VOLAC INTERNATIONAL LIMITED**

**PRIVACY NOTICE FOR FARM DELIVERIES IN UK**

<b>Who we are</b>	This notice sets out how Volac International handles your personal data as a data controller. You can contact us at any time regarding this notice by email at <a href="mailto:personaldata@volac.com">personaldata@volac.com</a> or by post at 50 Fishers Lane, Orwell, Royston, Herts, SG8 5QX.
<b>Why do we have your data?</b>	We receive delivery information from our merchant partners (or in some cases from you directly) to supply you with agricultural and/or retail products.
<b>What personal data do we process?</b>	This information includes your name, address, email address, phone number and contact records. We hold these records on our customer system, to respond to correspondence with you and/or to process further delivery requests.
<b>Our legal basis for this processing</b>	We typically process your data following your order with one of our merchant partners, to fulfil that contractual request. We hold your data on our system in accordance with our legitimate interests in recording and managing our customer interactions.
<b>Do we share your data?</b>	No, your data is retained within the Volac system in line with the retention period specified below.
<b>How long will we hold your data for?</b>	For as long as the data is being processed and up to 6 years after our final contact with you
<b>Your rights over your data</b>	You can: <ul style="list-style-type: none"><li>▪ access and obtain a copy of your data on request;</li><li>▪ require us to change incorrect or incomplete data;</li><li>▪ request that we delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;</li><li>▪ object to the processing of your data where we are relying on legitimate interests as the legal ground for processing; and</li><li>▪ ask us to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override ours.</li></ul>
<b>If you have any concerns...</b>	You can raise any concerns or make a subject access request by writing to us at <a href="mailto:personaldata@volac.com">personaldata@volac.com</a> . At any time, you also have a right to lodge a complaint with the Information Commissioner's Office at: <a href="http://www.ico.org.uk">www.ico.org.uk</a>

For further information, please refer to the Volac Group Data Protection Policy or contact Volac International Ltd., 50 Fishers Lane, Orwell, Royston, Hertfordshire, SG8 5QX, UK. Tel: +44(0)1223 206807; [sales@volac.com](mailto:sales@volac.com); [www.volac.com](http://www.volac.com)