

The Castle Dairy Privacy Policy

This privacy policy will explain how Castle Dairy S.A. uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

Castle Dairy collects the following data:

- Your personal information:
 - Full name
 - Email address
 - Phone number
- The information related to your company:
 - Full trading name
 - Full address
 - Sales, operational and accounts contact names, and email addresses
 - Company telephone numbers
 - Email address
 - Company registration number
 - Bank details in case of suppliers
 - Company VAT number
 - Sales and transaction information between our companies
- Content of your messages

How do we collect your data?

You directly provide our company with most of the data we collect. We collect and process your data when you:

- Register online or place an order or a price quotation request via our website for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Leave a message via our website.
- Use or view our website via your browser's cookies.
- Meet our team in person and share your data.

How will we use your data?

Our company collects your data so that we can:

- Process your order, your price quotation request and manage your account.
- Answer to your questions submitted by email or via our website.
- Upon your consent, email you with special offers on the products and services we think you might like.

The data collected is not used for any other purposes and is not shared with third parties. Your data our company have collected will be removed upon your request.

How do we store your data?

Our Company securely stores your data on a private datacenter in Belgium with built in required security. Our Company will keep your data indefinitely

Marketing

Our Company will send you information about products and services of ours that we think you might like, only if you opted in to receive this information. You may always opt out at a later date anytime.

You have the right at any time to stop our company from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please click the unsubscribe button, which can be found at the bottom of any marketing email sent to you.

Statistics

Our website uses a minimal build of Google Analytics, a service which transmits website traffic data to Google servers in the United States and allows us to notice trends to improve the user experience on our website. This minimal build processes personal data such as: the unique User ID set by Google Analytics, the date and time, the title of the page being viewed, the URL of the page being viewed, the URL of the page that was

viewed prior to the current page, the screen resolution, the time in local time zone, the files that were clicked on and downloaded, the links clicked on to an outside domain, the type of device, and the country, region, and city.

You may opt out of this tracking at any time by activating the “Do Not Track” setting in your browser.

Embedded content from other websites

Articles on the Website may include embedded content (e.g. videos, charts, online payment platform, etc.). Embedded content from other websites behaves in the exact same way as if the visitor had visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

What are your data protection rights?

Castle Dairy would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Castle Dairy for copies of your personal data.

The right to rectification – You have the right to request that our company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that our company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that our company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our company’s processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that our company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please send a request to info@castledairy.com

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- We may use special techniques, which will allow us to have the information about your email reading activity.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 9 January 2019.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us at info@castledairy.com