



## Privacy Policy

Effective Date: 20th May 2023

This Privacy Policy outlines how Hen House Garden Company ("we," "us," or "our") collects, uses, shares, and protects personal information obtained from visitors and customers ("you" or "your") when you interact with our website, [www.hen-house.co.uk](http://www.hen-house.co.uk) ("the Website"). We are committed to respecting your privacy rights and complying with the General Data Protection Regulation (GDPR) and other applicable data protection laws.

### 1. Information We Collect

When you submit an enquiry via the contact form on our Website, we may collect the following types of personal information:

- Name
- Email address
- Phone number (optional)
- Any additional information voluntarily provided in the message

### 2. Use of Personal Information

We use the personal information you provide solely for the purpose of responding to your enquiry, providing you with the requested information about our products, and communicating with you regarding your query or order.

### 3. Legal Basis for Processing

We rely on your consent as the legal basis for collecting and processing your personal information. By submitting your enquiry through our contact form, you provide your explicit consent to us to process your data as described in this Privacy Policy.

### 4. Data Retention

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected or as required by law. Once the information is no longer required, we will securely delete or anonymize it.

### 5. Third-Party Disclosure

We do not sell, trade, or otherwise transfer your personal information to third parties for marketing purposes. However, we may share your information with trusted third-party service providers who assist us in operating our business and delivering services to you (e.g., email service providers). These service providers are contractually bound to handle your personal information in a confidential and secure manner.

### 6. Security

We implement reasonable and appropriate security measures to protect your personal information from unauthorized access, loss, misuse, or alteration. However, please note that no method of data transmission over the Internet or electronic storage is completely secure.



While we strive to protect your personal information, we cannot guarantee its absolute security.

#### 7. Your Rights

You have certain rights regarding your personal information, including:

- The right to access the personal information we hold about you.
- The right to rectify inaccurate or incomplete personal information.
- The right to erase your personal information (subject to legal obligations).
- The right to restrict the processing of your personal information.
- The right to object to the processing of your personal information.
- The right to data portability.
- The right to withdraw consent at any time (without affecting the lawfulness of processing based on consent before its withdrawal).

To exercise your rights or if you have any questions or concerns about our Privacy Policy, please contact us using the details provided in Section 9.

#### 8. Cookies

Our Website may use cookies or similar technologies to enhance your browsing experience. You can manage your cookie preferences by adjusting your browser settings.

#### 9. Contact Us

If you have any questions or concerns regarding this Privacy Policy or our privacy practices, please contact us at:

Hen House Garden Company  
Thorndon, Eye, Suffolk, IP23 7JJ  
01379 678085  
[stephen@hen-house.co.uk](mailto:stephen@hen-house.co.uk)

#### 10. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our privacy practices. We will notify you of any material changes by posting the updated Privacy Policy on our Website. We encourage you to review this Privacy Policy periodically for any updates. By continuing to use our Website or providing personal information after any changes to this Privacy Policy, you acknowledge and agree to the updated terms.