

Privacy Policy

Introduction

Grayshill Ltd is committed to protecting any data we collect concerning you. By using our services, you agree to the use of the data we collect in accordance to this privacy policy.

Grayshill will NEVER give your information to any 3rd parties or sell your data.

When we collect information?

We will collect information from you when you become our customer, this will be obtained when you contact us in person, by telephone, by email, by post, by fax or by social media.

We may record images of you by CCTV when you visit our premises.

What we collect & Why we collect it

We may collect the following information:

- Contact Information – Such as name, address, telephone number and email address - this is predominantly used for Invoicing purposes.
- Holding & Herd number – this can be used for cross checking if an animal belongs to a customer.
- Cattle Ear tag numbers and DOB
- Card details for payment – no card details are kept by Grayshill

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Invoice purposes
- We may use the information to improve our products and services.
- For our own internal records
- To deal with any queries, complaints or problems reported by you
- For payment verification

Who can see this information?

- To our appointed, lawyers, accountants and other professional advisers (including our bankers), to the extent that they require access to the information to advise us;
- To animal health officers
- If required to do so by legal requirement
- To law enforcement agencies and others to investigate or prevent fraud or activities believed to be illegal or otherwise in breach of applicable laws;
- To HMRC if obliged to do so by law

We collect the minimum amount of information about you that is required to provide you with a satisfactory service. We will only keep this information for as long as we need to in order to fulfil the purpose for which the information was collected for or as long as we are required to keep it by law.

Grayshill may change this policy from time to time by updating this page however we will not reduce your rights under this Privacy Policy without your explicit consent. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st April 2018

Updating your personal information

If any of your personal information is wrong, we will endeavour to give you ways to update or delete it quickly– unless we must keep that information for legitimate business or legal purposes.

If you believe that any information we are holding on you is incorrect or incomplete, please contact Grayshill as soon as possible. We will promptly correct any information found to be incorrect.