

Ridgeway Nutrition – Nutritional Consultancy Data Protection Policy

Web browser cookies

Our Site is ran by WIX and may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

Data Protection

We take all industry advised precautions to protect any and all submitted and stored data, however Ridgeway Nutrition accepts no responsibility for loss of data caused by persons with malicious intent, computer attack or infection.

Data Collection:

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Data Controller:

The Data controller is Ridgeway Nutrition. The current contact details can be found on <http://www.ridgewaynutrition.co.uk/contact-us> or contact flick@ridgewaynutrition.co.uk directly to clarify.

Purpose of Data collection:

Data is collected for a variety of purposes:

- Business Administration
- Monitoring marketing effectiveness.
- Facilitate a response to queries,
- Pre-entering data to office systems to expedite sign up processes.
- Improving our services and systems, as well as to allow us to provide requested services.

- To improve customer service
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- To process payments
We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- Marketing: Use of images collected by Ridgeway Nutrition with express consent.
- To run a promotion, contest, survey or other Site feature
To send Users information they agreed to receive about topics we think will be of interest to them.
- To send periodic emails
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

Data Categorisation:

Personal – any data which could be used to personally identify an individual. Including names, postal address, telephone/email, IP Address.

Personal & Sensitive – Personal information which includes DOB, Medical information

Non-personal – Browser name, the type of computer and technical information about Users means of connection to our Site as well as data which has been anonymised.

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. Information may be handled by 3rd party Data Processors (Business Partners) on our behalf.

Business Partners must attest that they also comply with all current legislation and GDPR.

How we protect your information – Data Retention & Security

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

Additionally:

- Personal Data is only stored for a period of 30 Days past current use. Data may be anonymised and stored for longer periods to facilitate business review and development.
- Personal Data stored online or offline is protected by password and encrypted.
- Data Transmission occurs only when necessary, only data required for the task is used, and transmission is conducted through SSL.

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Right to withdraw Consent:

The User has the right to withdraw consent at any time. This request should be submitted electronically to bakingaround@hiddenengine.co.uk, should you wish to contact. The request will be also past by Ridgeway Nutrition to any 3rd party data controllers. Ridgeway Nutrition will remove or anonymise all stored data from all systems within 7 working days. Should the right to withdraw consent relate to use of images please include as much information & URL Links as possible in order to help with the request.

Right to complaint:

Should you believe Ridgeway Nutrition to have not acted in a fair, proper and safe manner regarding personal data you may submit a complaint the supervisory authority

The Information Commissioner's Office

Water Lane, Wycliffe House

Wilmslow – Cheshire SK9 5AF

Tel. +44 1625 545 745

e-mail: international.team@ico.org.uk

Website: <https://ico.org.uk>

Changes to this privacy policy

Ridgeway Nutrition has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our Site, revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this

policy will be deemed your acceptance of those changes. Express consent for use of sensitive personal data is requested at point of submission. We do not store or track IP address's with the exception of firewall blacklisting for security purposes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Ridgeway Nutrition

Lane End Cottage

8 Main Street

West Ilsley

Newbury

Berkshire

RG20 7AR

E: flick@ridgewaynutrition.co.uk

T: [01635 281969](tel:01635281969)

This document was last updated on 11/01/2018