

PRIVACY POLICY

School Milk Services Ltd. are committed to protecting and respecting your privacy.

This policy, together with our terms of use:

https://www.schoolmilkservices.co.uk/School_Milk_Services_Website-Terms.pdf

and any other documents referred to on it, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting <https://www.schoolmilkservices.co.uk> you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is School Milk Services Ltd. of Manor Farm Collum Lane, Kewstoke, Weston Super Mare, North Somerset, BS22 9JL.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site (<https://www.schoolmilkservices.co.uk>) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, make a payment on our site, or make an order for milk or goods and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number and/or information about your children, including their names and ages.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

COOKIES

Our website uses cookies (small text files downloaded to your device) to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. You may control and delete cookies using your browser's tools.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
 - to notify you about changes to our service;
 - to ensure that content from our site is presented in the most effective manner for you and for your computer.
- **Information we collect about you.** We will use this information:
 - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our site safe and secure;
 - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
 - to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

DISCLOSURE OF YOUR INFORMATION

We will only disclose your personal information to a third party:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If School Milk Services Ltd. or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use: https://www.schoolmilkservices.co.uk/School_Milk_Services_Website-Terms.pdf and other agreements; or to protect the rights, property, or safety of School Milk Services Ltd., our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you is stored on our secure servers within the UK. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Any payment transactions will be encrypted [using SSL technology]. None of your Credit Card information is stored on our servers, it is stored on SagePay's secure payment portal site. Where we have given you (or where you have chosen) a password which enables you to access

certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at School Milk Services Ltd., Manor Farm Collum Lane, Kewstoke, Weston Super Mare, North Somerset, BS22 9JL OR schoolmilkservices@yahoo.co.uk.

Our site may contain links to and from other websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back to see any updates or changes to our privacy policy.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to School Milk Services Ltd., Manor Farm Collum Lane, Kewstoke, Weston Super Mare, North Somerset, BS22 9JL OR schoolmilkservices@yahoo.co.uk.