



PRIVACY NOTICE – CUSTOMERS, GROWERS, THIRD PARTY PACKERS AND OTHER SUPPLIERS

Who we are

Under UK Data Protection Law, we are required to tell you the identity of the legal person who controls your personal data. This notice covers A.G Thames Holdings Limited and all of our group companies (see below).

The principal activities of the Group are the provision of fruit packing, warehousing and supply chain services to overseas fruit growers and UK supermarkets; and supplying fresh fruit to retail and food service customers.. A.G Thames Holdings Limited are registered in England and Wales under company number 00987311. Our registered office and correspondence address is Thames House, Thames Road, Crayford, Kent, DA1 4QP.

The A.G. Thames Group consists of a number of subsidiary businesses including, Chingford Fruit Limited, Fruit Logic, Les Domaines UK Limited,

A.G Thames Holdings Limited will be what is known as the 'Controller' of the personal data that is provided to us about you or that you may provide to us. We hope that the information in this privacy notice will enable you to understand how and why we use your data but if you have any questions please do not hesitate to contact us.

Contacting Us

To contact us regarding any data protection matters:

The Data Controller for the Group is Mr Kevin Dechaine, Solstor and AG Thames Group Finance and IT Director

Email: kevin.dechaine@agthames.co.uk

Post: AG Thames Holdings Ltd, Thames House, Thames Road, Crayford, Kent, DA1 4QP.

Why we process your personal data

We process your personal data in order to maintain a business relationship with you and/or your employer. This may, for example, be because you are a regular referrer of work to us, because we have a contractual relationship to act as a supplier of services or products to you or your employer or you may be supplying services or products to us, or because we have some other form of business relationship with you.

We may need to discuss with you and/or your employer:

- The services to be provided and/or customer requirements;
- Any issues with the service and/or work being undertaken;
- Billing and/or payment of services.

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Owing to our customer requirements, if you are a grower, we may be required to include your name on printed labels which is then put on packaging and sent to clients (such as supermarkets)

What information will we process?

We will process information about you that may include your name, employer, job title and business contact details (email, telephone number, place of work).

If you are a direct supplier/ grower we may also hold other information such as your home address and personal contact details (email, telephone number).

What do we do with the information?

All of your data is processed by our staff in the UK and will be stored electronically on secure technology platforms, whose servers are based in the UK.

Data may be held in a variety of places including:

- Excel spreadsheets.
- Mobile telephones.
- Emails – Outlook.
- Presentations.
- Keywell – a third party software package that allows data interchange between orders and invoices.
- Accounting software.
- Our ERP system – a software package that allows resource planning.
- Cookies and Bookmarks.

We may pass your personal data outside of the European Union where necessary for the purposes outlined in this Privacy Notice and on a need to know basis.

We have strict policies and procedures in place in respect of information security and are very happy to provide you with further information regarding those systems if you wish.

We do not share the personal data we hold about you with anyone outside of our business unless you specifically ask us to and/or it is a contractual requirement.

Other organisations (“processors”) may have access to and may process your data during the course of their work for us. These are:

1. Our subsidiaries.
2. Electronic secure technology platforms.
3. Our IT support provider, AGT IT Services.
4. Our advisers such as external lawyers and accountants.
5. Our archive providers.

Is it a legal (statutory or contractual) requirement for you to provide us with your personal data?

There is no legal or statutory requirement for you to provide us with your personal data.

Our contracts may require the provision and/or processing of personal data. If this is the case and you are not prepared to provide us with your personal data you should be aware that we may not be able to commence and/or continue our business relationship.

Legal Basis

Our legal basis for processing your data will usually be our legitimate interests to further our business through our relationship with you, which we do not consider to be overridden by your interests or fundamental rights and freedoms.

However, we may also have and/or alternatively rely upon the legal basis of:

- Having obtained your prior written consent;
- Where it is necessary to perform our contractual obligations towards you and/or to take pre—contractual steps at your request;
- Where the processing is necessary to comply with our legal or statutory obligations.

How long will we keep your information?

We will only retain your personal data for as long as necessary to fulfil the purpose for which it was collected or to comply with legal or regulatory requirements. However, this will not normally exceed 7 years.

The retention period is the term of your (or your company's) supply or service contract, plus the period of time until the legal claims under this contract become time-barred, unless overriding legal or regulatory schedules require a longer or shorter retention period. When this period expires, your personal data is removed from our active systems.

Personal data collected and processed in the context of a dispute are deleted or archived (i) after a settlement has been reached, (ii) once a decision in last resort has been rendered or (iii) when the claim becomes time barred.

Your rights and how you can complain

As a “data subject” you have a set of specific rights. We are required to make you aware of the existence of these rights. They are in outline:

- The right to request from us, as the Data Controller, access to your personal data;
- The right to request rectification of your personal data;
- The right to request erasure of your personal data;

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- The right to request a restriction on the processing of your personal data
- The right to object to the processing of your personal data; and
- The right to data portability

Your right to complain to the Information Commissioners Office.

You have the right to lodge a complaint about our compliance with the applicable regulator for data protection.

This is the Information Commissioners Office. For more information you can visit their website at www.ico.gov.uk

Use of automated decision making or profiling

We do not carry out automated decision making or profiling