



Privacy Policy for lovepotatoes.co.uk

Definition

Welcome to our website lovepotatoes.co.uk. If you continue to browse and use this website you are agreeing to comply with and be bound by the following privacy policy, which together with the terms and conditions of use, govern Potato House Ltd's relationship with you in relation to this website. Potato House Ltd is the owner and the provider of lovepotatoes.co.uk. The term 'Potato House Ltd' or 'Potato House UK' or 'us' or 'we' refers to the owner of the website whose registered office is East Mains Farm, Auchterhouse, Dundee, DD3 0QN. The term 'you' refers to the user or viewer of our website.

This privacy policy sets out how Potato House Ltd uses and protects any information that you give us when you use this website. Potato House Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Potato House Ltd may change this policy from time to time by updating this page. You should check this page each time you use this site to ensure that you are happy with any changes. This policy was revised on and is effective from 8th October 2023

Who we are

Our website address is: <https://lovepotatoes.co.uk>

Our address is Potato House, East Mains Farm, Auchterhouse, Dundee DD3 0QN

What personal data we collect and why we collect it

What we collect

We may collect the following information:

- name
- contact information including email address and telephone number
- demographic information such as postcode

Our Website does not retain any banking details, other than noting which method you paid by.

What we do with the information we gather

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

- Servicing your order
- Internal record keeping. We may use the information to improve our products and services.

Comments

When visitors leave comments on or upload pictures to the site, we collect the data shown in the comments form and also the visitor's IP address and browser user agent string to help spam detection.

An anonymized string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.

Comments are public and may be shared across all Social Media operated by Potato House.

Newsletter

If you sign up for our newsletter, we may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided. From time to time, we may also use your information to contact you for market research purposes. We may use the information to customise the website according to your interests. Due to GDPR regulations, newsletter sign up and creating an account are separate. You may unsubscribe at any time from our newsletter.

Contact forms

If you ask us a question via the contact form on our website, your information is only used to reply to your question. The data is not collected.

Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. Once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Who we share your data with

Personal contact details (name and address) are used to process your order. Address labels are printed at our office.

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users who register on our website, we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

What rights you have over your data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Where we send your data

Visitor comments may be checked through an automated spam detection service.

Your contact information

Only authorised staff have access to the customer database and can only use the data to complete an order e.g. to print off address labels.

Additional information

How we protect your data

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

What data breach procedures we have in place

We have trained our staff on the use of computers and the database and no computer is left on overnight. Our Website is on a secure server with a password which is changed regularly. Directors of Potato House are ultimately responsible if any data breaches occur.

What third parties we receive data from

We receive information regarding payment (eg if a customer has paid or payment has been declined), but no personal banking details or credit card details are received.

What automated decision making and/or profiling we do with user data

There is no automated decision making done with the data. We periodically view the location of our customers (this is anonymised) which is done with a view to localised marketing.

Industry regulatory disclosure requirements

We have no requirement to disclose any information to industry bodies.