

In delivery of the TB Advisory Service (TBAS) we are committed to doing all that we can to protect and respect your privacy.

Delivery of advice requires that we collect some of your personal data to help us pass your query to the correct advisors and to track and record the advice we have supplied. It also helps us remain compliant with all the requirements placed on us by Defra such that the advice can be provided at no cost to farmers. We take your rights to privacy very seriously and would like to explain the policies we will use to protect your privacy.

In visiting our web pages at [www.TBAS.org.uk](http://www.TBAS.org.uk), you are accepting and consenting to our Terms and Conditions and to our Terms of Use. You are providing your express consent for your personal data to be collected, handled, stored and used in accordance with the practices described in this policy.

## Data Controller

For the purpose of the General Data Protection Regulation (GDPR), the Data Controller for the TB Advisory Service is Farmcare Solutions Ltd (the Defra Contract holding organisation) and Peter Plant is the Company's Data Protection Officer. We will endeavour to do all that we can to ensure that all personal data collected by us, or on our behalf, will be processed, managed and stored in accordance with the GDPR.

## This statement addresses the following areas:

- Who controls my data?
- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- Your data protection rights
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

## Who controls my data?

Farmcare Solutions Ltd is responsible for the control of your data. For the TB Advisory service, Farmcare Solutions works with two collaborating organisations, UK Farmcare and Kingshay. Both those organisations will take all instructions in relation to management of your data from Farmcare Solutions Limited.

## What data do we collect?

You may give us information by filling in forms on our website at [www.TBAS.co.uk](http://www.TBAS.co.uk) or by corresponding with us face to face, by telephone, e-mail or via other methods. This includes information you provide when you register to use our sites, subscribe to our services, make any requests via our systems, participate in social media functions, enter a competition or a promotion, complete any surveys or when you report any problem with our systems.

The information that we may request may include your name, address, e-mail address and phone number(s). It may include further details relating to your farm enterprise and its activity, including the holding number assigned to your premises. The information you provide may reveal your farm's TB status and may include dates of your TB tests, the number of animals tested and the number of reactors to recent TB tests.

With regard to each of your visits to our website we may automatically collect some, or all, of the following information. By engaging with us for TB advice services via our website, you provide your express authority for this data to be collected and used by us. Information includes:

- Technical information, including the Internet Protocol (IP) address being 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 website (including date and time); 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.
- Information we receive from other sources. We may receive information about you if you use any of the other websites we operate or the other services we provide.

Our website may use 'cookies' to distinguish you from other users of our website. This helps us to provide you with a better experience when you browse our websites and also allows us to improve all user's experience when interacting with our website.

## How do we collect your data?

We collect data and process it when:

- You first make contact the TB Advisory Service
- While we gather information in order to provide the best possible advice and guidance
- If we, or any of our trained advisors, visit your premises

We use bespoke software systems to record the information we ask for and to log details of all service contacts. This allows us to reference previous service contacts and to ensure that the best possible service can be provided. It also allows reports to be collated such that the service can be provided without cost to the end user.

### **How will we use your data?**

Your data will be used for the purposes of providing our TB Advice services as set out elsewhere within our web pages. We will also use your data in relation to analytics, research, promotion and regulatory purposes and may provide your data to trusted third parties for the express purpose of carrying out these tasks under tightly controlled subcontracting arrangements. Some of your data will be consolidated into reports that we are obliged to provide to Defra, the funding Authority, such that the service can be provided free of cost to service users.

All data collected by us will be used for the lawful purpose of providing you with our services. In engaging with the TB Advisory service, you are providing express consent for us to collect and process your data so that we may provide our service.

### **How do we store your data?**

Your data will be stored within a proven and secure Customer Relationship Management (CRM) database which is linked to secure administration webpages. The database is securely hosted on an Amazon Web Services (AWS), cloud-based server, located within Europe, on which stringent security and continuous backup protocols are enforced. User access is controlled with secure individual usernames and passwords. Any data transmission is fully encrypted, with security certificates in place.

Clear guidance is provided to all staff concerning the use of computer and communications facilities and the access and disclosure of electronic material created, sent, received, or stored either via the Internet or our internal networks by our employees or those of our subcontracting service providers.

Farmcare Solutions will ensure that your data remains secure until either the TB Advisory Service is closed or for a maximum of four years. At that stage your data record will be anonymised to the level of the 'outcode' of your royal mail postcode (first section only) and to an approximate farm size.

### **Marketing**

We will not share the personal data you give us with anyone for the purposes of promotion or marketing.

### **Your data protection rights**

Farmcare Solutions want to make sure you are fully aware of all of your data protection rights. Every person engaging with the TB Advisory service is entitled to the following:

*The right to access* – You have the right to request copies of your personal data. This will be accommodated free of any charge on request, and information will be provided within one calendar month.

*The right to correct any information we hold* – You have the right to request that Farmcare Solutions correct any information that you believe to be inaccurate. You also have the right to request that Farmcare Solutions complete any information you believe is incomplete.

*The right to erasure* – You have the right to request that Farmcare Solutions erase any part, or all, of your personal data. We will always do this on request.

*The right to restrict processing* – You have the right to request that Farmcare Solutions restrict the processing of your personal data. In this case this will mean that your personal data will not form a component of any further reporting. All personal detail in relation to the service contact will be replaced by a unique code against which no personal references will be held.

*The right to object to processing* – You have the right to object to Farmcare Solutions processing your personal data.

*The right to data portability* – You have the right to request that Farmcare Solutions transfer the data that we have collected to another organisation, or directly to you.

If you make a request, we have one calendar month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [GDPR@UKfarmcare.com](mailto:GDPR@UKfarmcare.com) or telephone us on 0800 612 5289 or you could write to us at Farmcare Solutions Ltd, co UK Farmcare Ltd, Unit 3, Stone Business Park, Stone, Staffordshire ST15 0SD

### **Changes to our privacy policy**

Farmcare Solutions will keep this Privacy Policy statement under regular review and make any changes or update to the policy document on our website at [www.TBAS.org.uk](http://www.TBAS.org.uk)

This Privacy Policy document was last updated on 22<sup>nd</sup> November 2022.

### **How to contact us**

If you have any questions about the Farmcare Solutions Privacy Policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

email: [GDPR@ukfarmcare.com](mailto:GDPR@ukfarmcare.com), telephone us on 0800 612 5289 or you could write to us. Farmcare Solutions Ltd, co UK Farmcare Ltd, Unit 3, Stone Business Park, Stone, Staffordshire ST15 0SD

### **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that Farmcare Solutions has not addressed your concerns in a satisfactory manner, you may contact the Information Commissioner's Office. [www.ico.org.uk](http://www.ico.org.uk) or telephone 0303 123 1113