**PRIVACY  & COOKIES POLICY**

**Introduction**

Omsco is a farmer-run and farmer-owned collective of over 160 organic dairy farmers, who together form the UK’s largest dedicated organic dairy supplier base.

Omsco markets and distributes an extensive range of standard and premium organic dairy products in the UK and abroad.

Omsco is committed to protecting your personal information when you are using our services, which we want to be a safe and enjoyable experience. This Privacy Notice and Cookies Policy relates to our use of any personal information that we collect from you when using our website and online services. It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

This Privacy Notice and Cookies Policy explains the following:

• What information Omsco may collect about you;

• How the Omsco will use information we collect about you;

• When the Omsco may use your details to contact you;

• Whether Omsco will disclose your details to anyone else;

• The use of cookies on Omsco websites and how you can reject cookies;

• Your choices regarding the personal information you provide to us.

Omsco is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 2018 (these laws are referred to collectively in this notice as the “data protection laws”). No website can be completely secure.

The Omsco website may contain hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore encourage you to review them. They will govern the use of personal information you submit when visiting these websites, which may also be collected by cookies. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

**What information will Omsco collect about me?**

When interacting with the Omsco office, either by phone, email or a face to face visit, we may collect information including but not limited to your name, address, email address and phone number.

When using our website, the personal information other than business information that we collect, may include but not be limited to your name, address, email address, IP address, and information regarding what pages are accessed and when. Like many other websites, the Omsco website uses cookies. ‘Cookies’ are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

**How will Omsco use the information it collects about me?**

Specifically, we may use your information to communicate with you in response to your enquiry for information or to answer your questions.

We will ensure that your personal data will not be disclosed to other organisations, institutions and authorities unless required by law. We will not sell, rent or lease your personal data to others. However, you agree that if we transfer ownership or management of the website to a third party we may also transfer your data to such third party, provided such third party agrees to observe this privacy policy.

**When may Omsco use my details to contact me?**

We may contact you in relation to any contact or enquiry that you submit to us when using our website and online services. This also relates to any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

Omsco will only send you marketing emails where you have agreed to this.

We offer regular emails and bulletins to let you know about Omsco’s news and services.

We may personalise the message content based upon any information you have provided to us previously and your business type.

**Will Omsco share my personal information with anyone else?**

We will use your information within Omsco and will only share it outside Omsco where you have requested it or given your consent.

The only exception to this is where disclosure is required or permitted by law, (for example to government bodies and law enforcement agencies), or as described in this section and the section concerning Offensive or Inappropriate Content.

**OFFENSIVE OR INAPPROPRIATE content sent to Omsco**

If you post or send content which may reasonably be deemed to be offensive, inappropriate or objectionable anywhere on or to Omsco websites, social media or communications channels, Omsco may remove such content.

**COOKIES**

Cookies are small text files that websites can send to your computer. A cookie can be thought of as an internet user’s identification card, which tells a website when the user has returned. Cookies are not computer programs and can’t read other information saved on your hard drive. They cannot be used to disseminate viruses, or get a user’s e-mail address etc. They only contain and transfer to the website as much information as the users themselves have disclosed to that website.

Cookies make the interaction between users and websites faster and easier. Without cookies, it would be very difficult for a web site to remember the user’s preferences or registration details for a future visit. We also use cookies to monitor statistical data on our site, no identifying data is stored.

Information on deleting or controlling cookies is available at [www.aboutcookies.org](http://www.aboutcookies.org/) Please note that by deleting our cookies or disabling future cookies you may not be able to access certain areas or features of our site.

By continuing to use this site, you agree to our collection of cookies.

**SECURITY**

We do not give visitors to our Site the option of using a secure transmission method to send us their personal data, unless otherwise indicated. Accordingly, your attention is drawn to the fact that any information carried over the Internet is not secure; information can be intercepted, lost, redirected, changed and read by other people.

However, we acknowledge your trust and are committed to protecting the information you provide to us. To prevent unauthorised access, maintain accuracy, and ensure proper use of information, we have employed physical, electronic, and managerial processes to safeguard and secure the information we collect online. All those who have access to and are associated with the processing of personal data are obliged to respect the confidentiality of our visitors’ personal details.

**Can I find out what data Omsco holds about me?**

Under the General Data Protection Regulation 2018, you have the right to request a copy of the personal information Omsco holds about you and to have any inaccuracies corrected or your data deleted. We require you to prove your identity with 2 pieces of approved identification. We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this Privacy and Cookies Policy to the Data Manager, Omsco , 501 Parkway, Worle, BS22 6WA, United Kingdom or [dataprotection@omsco.co.uk](mailto:dataprotection@omsco.co.uk)

We will need two copies of forms of identification, which can be:

Passport

Driving licence

Birth certificate

Utility bill (from last 3 months)

Current vehicle registration document

Bank statement (from last 3 months)

**Providing Visitors with Anonymous Access**

You can browse our website without disclosing your personal data.

**Feedback, including comments and questions**

If you have any comments or questions about our use of your information or about this online Privacy Notice and Cookies Policy, please send an email to [dataprotection@omsco.co.uk](mailto:dataprotection@omsco.co.uk)

**Changes to this Privacy Notice and Cookies Policy**

This Privacy Notice and Cookies Policy may be updated from time to time, so you may wish to check it each time you submit personal information to Omsco . The date of the most recent revisions will appear on this page. If you do not agree to these changes, please do not continue to use the Omsco websites to submit personal information to us. If material changes are made to the Privacy Notice and Cookies Policy, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Notice changes).

Organic Milk Suppliers Co-operative Ltd is a company registered in England and Wales under registered number 03388324.

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