



**November 1<sup>st</sup> 2020**

General Data Protection Regulation (GDPR)

**Overview:**

Five Acre Lake, (“we” “us” or “our”) is committed to data protection and data privacy. With the General Data Protection Regulation (GDPR) becoming enforceable from the 25<sup>th</sup> May 2018, we have undertaken a GDPR readiness programme to review our entire business, the way we handle data and the way in which we use it to provide our services and manage business operations.

We hold data on all our Customers to meet legal obligations and to perform vital internal functions. This notice details the data we may retain, process, and share with third parties relating to our trading relationship and business operations. We are committed to ensuring that your information is secure, accurate and relevant. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic and managerial procedures to safeguard the secure the data we hold.

**When do we collect your Data?**

We collect the data when you provide it to us by way of joining our membership scheme, in order for us to facilitate our relationship with you.

**Types of Data:**

- First Name
- Last Name
- Date of Birth
- Contact Address
- Contact Number
- Email Address

**Purpose for processing Date:**

We use the above information to solely maintain our relationship and for general communication purposes.

**Who do we share your data with?**

We will never pass on or sell your data.  
All data is processed centrally and will not be transferred or processed outside of the UK.

**Data Retention:**

We will only keep your data for as long as it is necessary for the purpose for which it was collected and for as long as we have a relationship with you.  
When deciding how long to keep your data after our relationship with you has ended, we will refer to the “Accounting Record” section of our Retention Period Policy.

**Your Rights:**

You have rights regarding your data, including the right to access, correct, delete, restrict or object to our use of it.

We would encourage you to inform us if the information we hold about you is no longer accurate.

We may need extra information from you to deal with any request. If you would like to exercise these rights, please contact us at [fiveacrelake@mail.com](mailto:fiveacrelake@mail.com)

If you do not wish for us to process your data, then we may not be able to facilitate your interest in our business.

**Issues and Complaints:**

If you have cause for complaint, please contact us and we will endeavour to resolve this immediately. However, if you have a data privacy complaint, you also have the option to direct your complaint to the Information Commissioner's Office (ICO)

[www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

**How to contact us:**

Please address any questions, comments, or requests to: [fiveacrelake@mail.com](mailto:fiveacrelake@mail.com)

Five Acre Lake  
Mires Lane,  
North Cave  
HU15 2QP