



J.G. Ross (Bakers) Limited PRIVACY POLICY

This privacy policy sets out how J.G. Ross (Bakers) Limited uses and protects any information that you provide to us.

J.G. Ross (Bakers) Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified then you can be assured that it will only be used in accordance with this privacy statement.

J.G. Ross (Bakers) Limited may change this policy from time to time and you should check jg-ross.co.uk for an up-to-date copy from time to time.

When do we collect your personal data

- When you visit our website, as a guest or a registered user to purchase products and services
- When you create an account with us.
- When you purchase a product or service in store or by phone
- When you engage with us on social media.
- When you contact us by any means with queries, complaints etc.
- When you ask one of our staff to email you information about a product or service.
- When you enter prize draws or competitions.
- When you choose to complete any surveys we send you.
- When you comment on or review our products and services.
- When you fill in any forms. For example, if an accident a member of staff may collect your personal data.
- Via CCTV when you visit our shops / company buildings.

What we collect

We may collect the following information:

- Name and address
- Contact information including telephone number and email address.

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:

- We may use survey information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- We may also use your information to contact you in reference to your order for whatever reason.

Security

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.

How we use 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.

Links to other websites

Our website may contain links to other websites of interest. However, 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.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@jg-ross.co.uk or you can 'unsubscribe' using the link contained within the email.

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

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to J.G. Ross (Bakers) Limited, Highclere Business Park, Highclere Way, Inverurie, Aberdeenshire, AB51 5QW

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.