

FQS Online Privacy Notice and Cookies Policy

Who are we?

This website www.feedqualityservice.com (the “**Website**”) is owned and operated by Aunir, a business division of AB Agri Limited (registered in England and Wales under company number 193800) (called in this notice “**we**”, “**our**” or “**us**”).

Purpose of this notice

This privacy notice tells you about the information we collect about you when you visit our Website or otherwise provide us with information.

It also tells you how you can exercise Your Rights (including the right to object to some of the data handling we carry out). More information about your rights and how you can exercise them is set out in the “Your Rights” section below.

What personal data do we collect?

Site traffic data and information about your computer

How do we use this data?

When you browse our Website, we use cookies to collect:

- **Information about your use of our Website** – we collect standard internet log information and details of visitor behaviour patterns.
 - We use this information to record visitor numbers, their use of different areas of the Website and any useful features or links. We do not use this information in any way that would identify you personally.
 - We use a third party, Google Analytics, to collect this information but it is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website;
- **Information about your computer**; this includes your IP address, operating system and browser type.
 - We use this information to help maintain the security of our Website and to identify trends so that we can improve its performance.
 - We also use this information to customise the Website according to your interests and to ensure the Website’s content is presented as effectively as possible for you and to enable you to participate in interactive features of the Website when you choose to do so.
 - We do not use this information in any way that would identify you personally.

We collect this information for the purpose of our legitimate interests in maintaining and managing our Website and ensuring its security. If you do not want us to collect this information you can use your web browser’s “do not track” (“DNT”) facility to tell us that you don’t want to be tracked when you visit our Website. Further information about DNT can be found at <https://allaboutdnt.com>.

For more information about how we use cookies on our Website, see our Cookies Policy below.

How long do we keep this information for?

We will only keep information about your visit to our Website for as long as is necessary for the purposes we've mentioned. Typically we delete user browsing information every 26 months.

Who do we share this information with?

We share information about visitors to our Website with service providers who help us administer and manage the Website and with our AB Agri group companies on an aggregated basis.

Where do we transfer this information to?

Information we collect about your use of our Website is transmitted to and stored by Google on servers in the United States. Google is certified under the EU-US Privacy Shield.

If you require further information about these safeguards please contact us using the contact information set out below.

Information you provide when you set up an online account and use the FQS service**How do we use this data?**

In order to use this website you are required to set up an account which will involve you creating a username and password. As part of your use of this website and the FQS service you may also supply contact details, address, job title and/or information relating to your business. If we ask you to supply us with information that is not strictly necessary in order for us to provide you with the service offered, we will make this clear. This might be because it's useful to us in helping us learn more about our customers or enhance our products and services.

We will use the information you send us for the purpose of performing the service offered on this website, managing your online account, responding to any of your enquiries and improving the service we offer. When we use your personal data for this purpose, we do so for our legitimate business interest in performing the service you have signed up for and communicating with you in accordance with your wishes and expectations. You can object to our use of your data for these purposes at any time.

We will also use this data for the purpose of our legitimate interests in accessing appropriate professional advice and in order to ensure we comply with legal obligations to which our business is subject.

How long do we keep this information for?

Information we hold for the purpose of managing your account is held by us for as long as your account continues to be active and up to 6 years thereafter.

Information we hold for market research purposes is not usually held in a form that will identify you for longer than 6 months.

Who do we share this information with?

We will share your data with our AB Agri group companies. We will also share your data with our service providers and our professional advisers if this is necessary in order to resolve a query or complaint.

Otherwise we will not share your information with any third party unless:

- we have your permission;
- we are required to do so by law;
- this is necessary so that we can enforce our terms of use, rights or property or the rights or property of any third party; or

- this is necessary in connection with the sale of our business or its assets (in which case your details will be disclosed to our advisers and any prospective purchaser's advisers and will be passed to the new owners).

Where do we transfer this information to?

Information you send us via our Website is stored within, and not transferred outside of, the European Economic Area.

Your Rights

You can ask us at any time to provide you with a copy of your personal data. In relation to personal data you have supplied to us, and which is held by us for the purpose of entering into a contract between us or on the basis of your consent, you are entitled to ask us for a copy of this information in a structured, commonly used and machine readable format so that you can reuse it or share it with other organisations.

If you think the personal data we hold about you is inaccurate or incomplete, you can ask us to correct it or complete it.

In some circumstances you also have the right to object to our processing of your data and can ask us to restrict our use of your data and to delete it.

There are some exceptions to these rights, however. For example, it will not be possible for us to delete your data if we are required by law to keep it or if we hold it in connection with a contract with you. Similarly, access to your data may be refused if making the information available would reveal personal information about another person or if we are legally prevented from disclosing such information.

If you wish to exercise any of these rights you should contact using the contact information provided below.

Contacting us and your rights of complaint

Questions, comments or requests concerning this privacy notice are welcomed and should be addressed to the Commercial Manager, Aunir, The Dovecote, Pury Hill Business Park, Nr Alderton, Northamptonshire, NN12 7LS or richard.wynn@aunir.com.

If you have a concern about the way we handle your personal data you have the right to complain to the Information Commissioner (ICO). You can find details of how to do this on the ICO website at <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.

Cookies Policy

What are cookies?

A cookie is a data file, which often includes a unique identifier, that is sent to your browser from a web server and is then stored on the hard drive of the device you are using to browse the website. Each website you visit can send its own cookie to your browser if your browser's preferences allow it, but to protect your privacy your browser only permits a website to access cookies it has already sent to you, not cookies sent to you by other sites.

Users have the opportunity to set their devices to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. Each browser is different, so check the 'Help' menu of your browser to learn how to change your cookie preferences. Please be aware that blocking cookies may affect the functionality of the website.

How we use cookies

You can find more information about the types of cookies we use and the purposes for which we use them in the table below:

| Category 1: Strictly Necessary Cookies | |
|---|---|
| These are required for the operation of a website. Examples are cookies used for online shopping baskets or to protect against fraud. | Notice for users: <i>These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, like shopping baskets or e-billing, cannot be provided.</i> |
| Category 2: Analytical/ Performance Cookies | |
| These cookies collect information about how visitors use a website (for example, as part of Google Analytics or Omniture) | Notice for users: <i>These cookies collect information about how visitors use a website, for instance, which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information that these cookies collect is aggregated and, therefore, anonymous. It is only used to improve how a website works.</i> |

How to control and delete cookies

If you wish to restrict or block the cookies which are set on the Site (or, indeed, on any other website) you can do this through your browser settings. The 'Help' function within your browser should tell you how.

Alternatively, visit <http://www.allaboutcookies.org/> for comprehensive information on how to do this on a wide variety of browsers. You will also find details on how to delete cookies from your computer, as well as more general information about cookies.

Be aware that restricting cookies may affect your ability to navigate and use our Website.

Contact us & your rights of complaint

Questions, comments or requests concerning this privacy notice are welcomed and should be addressed to the Commercial Manager, Aunir, The Dovecote, Pury Hill Business Park, Nr Alderton, Northamptonshire, NN12 7LS or richard.wynn@aunir.com.

You have the right to make a complaint to the UK Information Commissioners' Office ('ICO') or to seek a remedy through the courts if you believe that your rights have been breached.

If you have a concern about any aspect of our privacy practices, including the way we've handled your information, you can report it to the ICO). You can find details of how to do this on the ICO website at <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.

This privacy notice and cookies policy was last updated in May 2018.