

DATA PROTECTION AND GDPR POLICY

FAIR PROCESSING NOTICE

The privacy and security of your information is important to us. This notice explains who we are, the types of information we hold, how we use it, who we share it with and how long we keep it. It also informs you of certain rights you have regarding your personal information under current data protection law. The terms used in this Fair Processing Notice relate to the Information Commissioner's Office guidance.

WHO ARE WE?

F&W Forestry UK Ltd is the Data Controller of the information you provide us and is registered with the Information Commissioner's Office for the products and services we provide to you.

You can contact us for general data protection queries by email to jwilliams@fwforestry.com or in writing to the Data Protection Officer, at F&W Forestry, Court Barn, Highfield Farm, Clyst Road, Topsham, Exeter EX3 0BY.

Please advise us of as much detail as possible to comply with your request.

For further information about us please visit <http://www.fwforestry.co.uk/>

WHAT INFORMATION DO WE COLLECT?

We will collect personal information which may include your name, telephone number, email address, postal address, occupation, date of birth, additional details of risks related to your enquiry or product and payment details (including bank account number and sort code) which we need to offer the service we provide.

We only collect and process sensitive personal data where it is critical for the delivery of our service and without which our service cannot be provided. We will therefore not seek explicit consent to process this information as the processing is legitimised by its criticality to the service provision. If you object to use of this information, then we will be unable to offer you the services requested.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We will use your personal information to:

- assess and provide the services that you have requested
- communicate with you
- Develop new products and services
- undertake statistical analysis

We may also take the opportunity to:

- contact you about products that are closely related to those you already hold with us
- provide additional assistance or tips about these products or services
- notify you of important functionality changes to our websites

We make outbound phone calls for a variety of reasons relating to many of our products or services (for example, to update you on the progress of a claim or to discuss renewal of your Growing Timber insurance). We are fully committed to the regulations set out by Ofcom and follow strict processes to ensure we comply with them.

To ensure confidentiality and security of the information we hold, we may need to request personal information and ask security questions to satisfy ourselves that you are who you say you are.

SECURING YOUR PERSONAL INFORMATION

We follow strict security procedures in the storage and disclosure of your personal information in line with industry practices, including storage in electronic and paper formats,

We store all the information you provide to us, including information provided via forms you may complete on our websites, and information which we may collect from your browsing (such as clicks and page views on our websites).

Any new information you provide us may be used to update an existing record we hold for you.

WHEN DO WE SHARE YOUR INFORMATION?

To help us prevent financial crime, your details may be submitted to fraud prevention agencies and other organisations where your records may be searched.

In addition to us, third parties (for example insurers or loss adjusters) deliver some of our products or provide all or part of the service requested by you. In these instances, while the information you provide will be disclosed to these companies, it will only be used for the provision and administration of the service provided (for example verification of any quote given to you or claims processing, underwriting and pricing purposes or to maintain management information for analysis).

This may also include conducting a search with a credit reference bureau or contacting other firms involved in financial management regarding payment.

The data we collect about you may be transferred to, and stored at, a destination outside of the European Economic Area ("EEA"). It may also be processed by staff operating outside of the EEA who work for us or for one of our suppliers. Such staff may be engaged in, amongst other things, the provision of information you have requested.

If we provide information to a third party, we will require it and any of its agents and/or suppliers to take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this fair processing notice.

We may of course be obliged by law to pass on your information to the police or other law enforcement body, statutory or regulatory authority.

We may also share your information with anyone you have authorised to deal with us on your behalf.

HOW LONG DO WE KEEP YOUR INFORMATION FOR?

We will not keep your personal information longer than is necessary for the purpose for which it was provided unless we are required by law or have other legitimate reasons to keep it for longer (for example if necessary for any legal proceedings).

We will normally keep information for no more than 6 years after termination or cancellation of the contract or service we provide. In certain cases, we will keep your information for longer, particularly where a product includes liability insurances or types of insurance for which a claim could potentially be made by you or a third party at a future date, even after your contract with us has ended.


YOUR RIGHTS

Under data protection law you have the right to change or withdraw our consent and to request details of any personal data that we hold about you. Where we have no legitimate reason to continue to hold your information, you have the right to be forgotten.

We may use automated decision making in processing your personal information for some services and products. You can request a manual review of the accuracy of an automated decision that you are unhappy with.

Further details of your rights can be obtained by visiting the Information Commissioner's Office website at <https://ico.org.uk/>

If you require any further information, please do not hesitate to contact your Data Controller or your Regional Manager.



Craig Dinwoodie
Director
01 Jan 2026