

Haven Creations – Privacy Policy

Effective Date: 27th October 2025

Website: www.havencreations.co.uk

1. Introduction

Welcome to Haven Creations. We respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website or interact with us as part of your woodland allotment, subscription, or other services.

2. Who We Are

Haven Creations operates as part of Fell Farm, based in Northumberland, United Kingdom.

Data Controller: Haven Creations (Fell Farm)

Contact Email: info@havencreations.co.uk

Postal Address: Haven Creations, Fell Farm, Colwell, NE464TS.

We are responsible for deciding how your personal data is processed and protected.

3. What Data We Collect

We may collect and process the following types of information:

- a) Personal Information – Name, address, email address, phone number, payment and billing details.
- b) Usage Data – Information about how you use our website (e.g., IP address, browser type, pages viewed).
- c) Subscription Data – Woodland plot allocations, updates, preferences, and optional camera feed login details.

4. How We Use Your Data

We use your data to:

- Administer your subscription or woodland licence agreement
- Send quarterly updates, wildlife reports, or carbon data
- Provide customer support
- Manage your online camera feed access (if applicable)
- Process payments and issue invoices
- Send marketing or newsletters (only if you've opted in)
- Improve our website and services

We will never sell or rent your personal data to third parties.

5. Legal Basis for Processing

We process your data based on one or more of the following legal grounds:

- Contract: to fulfil our agreement with you
- Consent: when you sign up for newsletters or marketing
- Legal Obligation: for record-keeping, tax, or insurance purposes
- Legitimate Interests: to improve our website, operations, and reporting

6. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes it was collected for — typically for the duration of your subscription plus up to six years for legal and accounting purposes.

7. Sharing Your Information

We may share limited data with trusted third parties who help us operate our business, such as:

- Payment processors
- Website hosting and IT providers
- Delivery and logistics partners (for Fell Farm beef/lamb deliveries)

All third-party providers are required to keep your data secure and process it only in accordance with UK GDPR.

8. International Transfers

We generally store your data within the UK. If any service provider transfers data outside the UK or EEA, we ensure appropriate safeguards (such as UK-approved Standard Contractual Clauses) are in place.

9. Your Rights

Under UK data protection law, you have the right to:

- Access the data we hold about you
- Correct inaccuracies
- Request deletion of your data (where legally possible)
- Withdraw consent for marketing at any time
- Lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk

10. Cookies

Our website uses cookies to improve user experience and analytics. You can adjust your browser settings to refuse cookies or alert you when cookies are being sent.

11. Updates to This Policy

We may update this Privacy Policy periodically to reflect legal changes or improvements to our services. The latest version will always be available on our website.

12. Contact Us

If you have any questions about this Privacy Policy or your personal data, please contact us:

Contact Email: info@havencreations.co.uk

Postal Address: Haven Creations, Fell Farm, Colwell, NE464TS. Website:

www.havencreations.co.uk