



PRIVACY NOTICE

Fera Science Limited ("Fera")

Customer/Client/Third Party Personal Data

This privacy notice provides further information regarding how Fera complies with the requirements of Regulation (EU) 2016/679 General Data Protection Regulation ("GDPR") in relation to our customer/client personal data.

Use in this document of the words 'data controller', 'data processor', 'personal data', 'data subject', 'process' (and 'processing, etc.') means those words as defined in the GDPR.

1. DATA CONTROLLER

Trading Name:	Fera Science Limited
"Postal Address:	Sand Hutton, York, YO41 1LZ
Registered office address:	65 Gresham Street, London, EC2V 7NQ
Website:	www.fera.co.uk
Telephone:	01904 460000
Email:	privacy@fera.co.uk

2. WHAT INFORMATION DO YOU COLLECT?

Fera collects, and is the data controller for, the following personal data about both current and former clients/customers:

- personal details (e.g. name, signature, address, e-mail address, telephone number, images);
- marketing data (records of Fera products or services which you are interested in);
- any information you send us;
- to see how we use cookies please click [here](#).

3. WHY ARE YOU COLLECTING THIS INFORMATION?

Fera collects this information for the following reasons:

- to facilitate the provision of goods and services;
- to fulfil contractual agreements;
- for scientific and statistical research purposes;
- to send statements and invoices to you, and collect payments from you;
- administration of our website;
- to enable your use of our services provided online;
- to improve your browsing experience by personalising our website;
- to send you email notifications;



- to send you our newsletter (and other marketing communications) relating to our business;
- to deal with enquiries and complaints made by you; and
- to comply with our legal obligations.

4. WHAT IS YOUR LEGAL BASIS FOR PROCESSING MY INFORMATION?

Our legal basis for processing the personal data will depend on the information concerned and the specific context in which we process it. However, Fera normally uses the following legal reasons for processing clients/customers personal data:

- to enter in to a contract with the data subject;
- our legitimate interests; and/or
- consent.

5. WHAT ARE THE “LEGITIMATE INTERESTS” BEING PURSUED THAT ALLOW YOU TO PROCESS MY INFORMATION?

Fera may use its own legitimate interests to process personal data for:

- scientific/statistical research purposes for both privately and publicly funded scientific/research projects;
- fulfilling the terms of our Long-Term Services Agreement (LTSA) with the Department for Environment Food and Rural Affairs (Defra);
- marketing by use of an Unmanned Aircraft System (“UAS”). Signs identifying our recording activity will be placed around locations during filming;
- the collection of a limited amount of personal data from our customers (e.g. name, address, email address, phone number) in order to provide our services;
- ensuring the security of our staff (in the case of CCTV which may record individuals when they visit certain areas of our site). Additional privacy notices are displayed where CCTV is active;
- marketing to our customers, including the use of third-party data processors.

6. WHO MIGHT YOU SHARE MY INFORMATION WITH?

We may share your information with following:

- Fera employees for the purposes of enabling them to fulfil our contractual obligations.
- Information processed within our quality management system data may be shared with monitoring and accrediting/award bodies.
- Marketing data is occasionally shared with external market research companies under non-disclosure agreements.
- The identity of participants in a FAPAS™ proficiency testing scheme may be shared with FAPAS™ agents. All FAPAS™ agents have a contract with Fera which ensures the security of this data.
- The individual customer and other organisations (if requested to do so by the individual customer).

- CCTV data/trail camera data may be shared with selected members of the Animal and Plant Health Agency.
- Anonymised data may be made available either generally or under contract.
- Marketing data may be shared with third-party marketing services providers.
- Other organisations where there is a legitimate interest for sharing; either in Fera's legitimate interest or the interests of a third party. Where necessary, a balancing test will be carried out to determine the rights of affected data subjects.

7. STATUTORY DISCLOSURE

Fera is a joint venture company owned between Capita Plc and the Department for Environment Food and Rural Affairs ("**Defra**"). We may therefore be required to disclose information where it is subject to the provisions of the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. Release of any personal data will be agreed with the customer/client prior to release.

8. THIRD PARTY WEBSITES

This website contains links to other websites. Fera is not responsible for the privacy policies or practices of third party websites.

9. WHERE MIGHT YOU TRANSFER MY INFORMATION OUTSIDE THE EUROPEAN ECONOMIC AREA ("EEA")?

Fera transfers data outside of the EEA in the following circumstances:

- Marketing data is hosted on the 'HubSpot' CRM (Customer Relationship Management) platform on servers located in both the Republic of Ireland and the USA. The transfer of this data is covered by EU Model Contractual Clauses. These clauses provide Fera with an assurance that the service provider meets European Data Protection Principles.
- FAPAS customer personal data is shared with FAPAS agents, some of whom are located outside the EEA. Transfer of this personal data occurs via a secure file transfer protocol hosted by Fera in the UK, and all agents are under a contract with Fera to ensure the security of this data.

10. HOW WILL YOU KEEP MY INFORMATION SECURE?

Fera will keep your information secure in the following ways:

- Fera has achieved Public Services Network ("**PSN**") compliance which requires Fera to demonstrate that we have met the PSN Information Assurance (IA) requirements. Further information is available at: <https://www.gov.uk/guidance/apply-for-a-public-services-network-psn-connection-compliance-certificate#about-the-psn-connection-compliance-certificate>;
- we will take all reasonable technical and organisational precautions to prevent the loss, misuse, or alteration of your personal data;
- all personal data which is taken off-site will be protected by use of encryption;
- we will limit access to your personal data so that it is only seen by those who need access to it;
- where information is shared with data processors, Fera requires those processors to maintain data processing records and Fera may audit those records;

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- credit and debit card details are stored in compliance with the Payment Card Industry Data Security Standards (PCI-DSS).
- all Fera staff receive annual training in data protection and information security.

11. HOW LONG DO YOU KEEP HOLD OF MY INFORMATION?

For personal data obtained by Fera in connection with the performance of a contract, Fera retains the personal data for as long as stipulated within contracts and, if not separately stipulated, for as long as reasonably necessary to carry out services and fulfil our statutory and contractual obligations.

Personal data captured via CCTV is stored for 60 days.

All marketing communications sent by Fera contain easy ways for you to 'opt out' of further communications. Alternatively, if you wish to unsubscribe at any time, simply email marketing@fera.co.uk.

12. WHAT IF I CHOOSE NOT TO GIVE YOU MY PERSONAL INFORMATION?

The General Data Protection Regulation provides certain rights to individuals regarding the use of their personal data. Please note that the services which Fera is able to provide to you may be restricted if you choose not to allow us to use your personal data as outlined in this privacy notice.

Due to the nature of our use of CCTV/trail cameras, personal data collection is unavoidable where such cameras are used.

13. WILL YOU PROCESS MY INFORMATION FOR PURPOSES I MAY NOT BE AWARE OF?

Fera may use your data to respond to a subject access request (“**SAR**”) which you have made in accordance with the requirements of the GDPR.

In addition, we may disclose your personal data:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings; and
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk).

14. WHAT RIGHTS DO I HAVE?

Under the GDPR you are entitled to the following rights:

a) The right to be informed

This includes our obligation to provide 'fair processing information', typically through a privacy notice, including via this document.

b) The right of access

You have a right to be told what personal data Fera holds about you, how it is used, why it is used and what form it takes. This applies where that personal data is contained within a relevant filing system, which includes electronic information as well as paper-based records, unless the information is exempted.

c) The right to rectification

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You have a right to have your personal data rectified if it is inaccurate or incomplete. If we have disclosed this personal data to third parties, we are required, where possible, to inform them of the rectification.

d) The right to erasure (also known as the 'right to be forgotten')

You have the right to request the deletion or removal of personal data when there is no compelling reason for its continued processing.

e) The right to restrict processing

You have the right to 'block' or suppress the processing of personal data. When processing is restricted, Fera is permitted to store your personal data, but not further process it. The business can retain just enough information about you to ensure the restriction is respected in the future.

f) The right to data portability

You have the right to obtain and reuse your personal data for your own purposes across different services. This right allows you to move, copy or transfer personal data easily from one information technology environment to another in a safe and secure way, without hindrance to usability. Data portability is limited to:

- personal data provided by you as the data subject;
- that is processed by automated means; and
- where the legal basis for processing is either consent or necessity to perform a contract to which you are a party.

g) The right to object

You have a right to object to the processing of your personal data based on:

- legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- direct marketing (including profiling); and
- processing for purposes of scientific/historical research and statistics

15. EXERCISING YOUR RIGHTS

Should you wish to exercise any of the above rights please contact: privacy@fera.co.uk

You also have the right to complain to the Information Commissioner's Office, which is the supervisory authority for the United Kingdom, available as follows:

The Office of the Information Commissioner
Wycliffe House
34 Water Lane
CHESHIRE
SK9 5AF
www.ico.org.uk
Tel: 0303 123 1113

16. UPDATES TO THIS PRIVACY NOTICE

We may update this privacy notice from time-to-time at our discretion by posting a new version on our website.