

PRIVACY NOTICE

Golden Glen Ltd is committed to maintaining your privacy and therefore, all information collected from this site is kept strictly confidential and will not be disclosed or used in any manner to which you have not consented. By supplying data to this website, a visitor is agreeing to Golden Glen Ltd using the data supplied in accordance with this statement.

WEBSITE COOKIES

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser. We may use both “session” cookies and “persistent” cookies on the website throughout its lifetime. We will use the session cookies to: keep track of you whilst you navigate the website. We will use the persistent cookies to: enable our website to recognise you when you visit.

Session cookies will be deleted from your computer when you close your browser. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

Golden Glen Ltd uses Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by means of cookies, which are stored on users’ computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google’s privacy policy is available at: <http://www.google.com/privacypolicy.html>

DATA COLLECTION

Golden Glen Ltd does not collect any personal information from this site without your knowledge or consent. Any information voluntarily submitted to Golden Glen Ltd either by e-mail or on-line form, will be held in accordance with the eight Data Protection Principals.

EXTERNAL SITE LINKS

Golden Glen Ltd sometimes provides links to external websites to provide further information on topics and subjects that may be of interest or benefit to the reader, an external link is given free of charge. The information found through the links to external websites is subject to change without notice and must not be construed as a commitment on the part of Golden Glen Ltd. Golden Glen Ltd assumes no responsibility for the content external to its own site.

MAILING LIST

We may use a third-party provider to deliver our electronic newsletters, from this, we gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our communications.

COMPLAINTS

Complaints should be addressed to The Complaints Manager via email info@goldenglen.co.uk

When Golden Glen Ltd receives a complaint, we generate a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We use the personal information we collect to process the complaint and to check on the level of service we provide.

Depending upon the complaint, we may have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for a minimum of 6 years from closure.

GENERAL ENQUIRIES

Where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

ACCESS TO PERSONAL INFORMATION

Golden Glen Ltd tries to be as open as possible when people request access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- Give you a description of it;
- Tell you why we are holding it;
- Tell you who it could be disclosed to; and
- Let you have a copy of the information in an intelligible form.

To make a request to Golden Glen Ltd for any personal information we may hold you need to put the request in writing to the address provided below:

Golden Glen Ltd
16 Lissue Walk
Lissue Industrial Estate East
Lisburn
BT28 2LU

If we do hold information about you, you can ask us to correct any mistakes by, once again, by contacting us at the address shown above.

DISCLOSURE OF PERSONAL INFORMATION

In many circumstances, we will not disclose personal data without consent. However, when a complaint is investigated, we may need to share personal information as required.

DATA PROTECTION ACT

Golden Glen Ltd supports the objectives and principals of The Data Protection Act, 1998 and is registered with the UK Information Commissioner as a Data Controller. (Registration number Z3230532). Further information on Data Protection within the UK is available from the Office of the Information Commissioner.

Please contact info@goldenglen.co.uk if you have any questions.