

Privacy Notice

Countryside Oak customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Post

The Old Grain Store, Manor Farm, Church Road, Cholsey, WALLINGFORD, Oxfordshire, OX10 9PR, GB

Telephone

01491 743082

Email

hello@countrysideoak.co.uk

What information we collect, use, and why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Purchase or account history
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Call recordings
- Records of meetings and decisions
- Information relating to compliments or complaints
- Project Information

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses



Countryside Oak

The Old Grain Store Manor Farm,
Cholsey, OX10 9PR
Tel: 01491 743082
hello@countrysideoak.co.uk
www.countrysideoak.co.uk

VAT Registration Number: GB 106125165

Privacy Notice

- Purchase history
- Marketing preferences

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Call recordings
- Purchase or viewing history
- IP addresses
- Website and app user journey information

We collect or use the following information for research or archiving purposes:

- Names and contact details
- Addresses
- Location data
- Recorded images, such as photos or videos
- Call recordings
- Purchase or viewing history
- Website and app user journey information

We collect or use the following information to comply with legal requirements:

- Name
- Contact information
- Any other personal information required to comply with legal obligations

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Address
- Payment details
- Account information
- Purchase or service history
- Video recordings of public areas
- Audio recordings of public areas
- Video recordings of private or staff only areas
- Audio recordings of private or staff only areas
- Call recordings
- Dashcam footage - outside vehicle
- Dashcam footage - inside vehicle
- Witness statements and contact details
- Relevant information from previous investigations
- Customer or client accounts and records

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- Financial transaction information
- Information relating to health and safety
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- Your right to erasure - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- Your right to object to processing - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

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To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide services and goods are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for research or archiving purposes are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for legal requirements are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- Directly from you
- Publicly available sources
- Providers of marketing lists and other personal information

How long we keep information

10 years

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

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Who we share information with

Others we share personal information with

- Suppliers and service providers

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

9th February 2026