

NFD Ltd

Privacy Statement

What information does NFD collect about me?

For the provision of utility/collection services, listed below, we require your name, address and contact details (telephone number and email) which we use to communicate with you about your services.

We also retain billing information regarding the utility/collection services we have provided for up to 10 years as they contain financial information that may be required by HMRC.

In addition, we retain consumption data across the utilities to allow analysis across The Park. This information is processed at property level (within NFD) and then shared at Park level only (individual properties are not identifiable) therefore such data is not classed as being Personally Identifiable Information (PII). We store the Park level data for 10 years.

This information is stored in a secure database.

NFD utility/collection services available –

- Electricity
- Day, night and standard charges
- Availability and Distribution charges
- Water charge
- Waste water charge
- HoCo (on behalf of THA)
- Bottled/Bulk Gas
- Ground rent re caravan/bungalow
- Rent (static caravan)

How is payment information processed?

Debit and credit card payments in person or on the telephone are processed through by [Sage Pay](#) and are handled in accordance with the [Payment Card Industry Data Security Standard](#) by trained and authorised staff.

Your payment details are securely disposed of after each transaction is completed.

Who at NFD has access to my data?

Data held is used by the accounts department for carrying out the supply and billing processes and NFD management for governance purposes.

Our IT workers (outsourced to the Findhorn Foundation IT department), who are trained to respect your right to privacy, have access to our systems to keep them running smoothly.

Do you ever share my information with third parties?

We will never give your data to third parties.

How long will you keep my information?

We are legally required to keep records of financial transactions for seven years for accountancy and audit purposes.

The right to be forgotten

At your request, we will remove all your data except records of financial transactions we are legally required to retain.

Peter Balderstone

General Manager, NFD Ltd

25/5/18