

Privacy Notice

Kerry Dairy Holdings (Ireland) Limited is committed to protecting the privacy and security of your personal data. Kerry Dairy Holdings (Ireland) Limited is a vertically integrated farm-to-fork business with an extensive retail presence and a leading nutritional and dairy ingredients division.

This notice sets out how Kerry Dairy Holdings (Ireland) Limited and its affiliated entities and subsidiaries (“**KDI**”, “**we**”, “**us**”) use personal information collected about you (“**Personal Data**”) in the context of visits to or use our website, “<https://kerrydairyireland.com/>” (“**the Website**”) Suppliers, members and other business contacts where personal data is processed in connection with contractual or pre-contractual arrangements with KDI.

KDI is the controller responsible for your personal data. We collect and process your personal data when you provide information to us. This notice provides information on how we collect and process your personal data (including about data security, data retention and lawful processing bases).

We may collect, use, store and transfer different kinds of personal data about you. This data may include identity data, contact data, financial data, transaction data, technical data, profile data and communications data. The categories of data and how we collect these are explained in this notice.

We will only use your personal data for the purpose for which we collected it, which includes anything to do with our contractual relationship between you as Supplier and us as Buyer.

1. What we collect

We may collect, use, store and transfer the following different kinds of Personal Data:

- **Identity Data** which may include your first name, maiden name, last name, username or similar identified, marital status, title, date of birth and gender.
- **Contact Data** which may include your address, email address, telephone numbers and postal code.
- **Profile data-** your username and password, purchases or order made by you, your interests, preference, feedback and survey responses
- **Financial Data** –where we make payments to you, we will collect the IBAN, BIC and the name of your bank/building society or your bank card details to facilitate payments.
- **Transaction Data** which may include details about payments to us, payments to you, and details of products and services purchased from us.
- **Marketing and communications data-** data on your preference in receiving marketing from us and your communication preferences

- **Communication and Usage Data** which may include when you contact us by phone, letter or email.
- **Sensitive Data** – Where we process special category personal data (such as health information), we do so only where permitted by data protection law and subject to appropriate safeguards. Such data will be processed on the basis that:
 - the processing is necessary for the purposes of carrying out our obligations and exercising specific rights under equality or other applicable law; and/or
 - the data subject has provided their explicit consent.
 - We will not use special category personal data for any purpose incompatible with these lawful bases.
- We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data comes from your Personal Data, but this type of data are processed to no longer directly or indirectly reveal your identity. As such, Aggregated Data are not considered Personal Data under law. However, if we combine or connect Aggregated Data with your Personal Data so that it can directly or indirectly identify you, we treat the combined data as Personal Data which will be used in accordance with this notice.

2. How your Personal Data is collected

We use different methods to collect Personal Data from you including through:

- **Direct interactions.** You may give us your Identity, Contact, Financial, Interaction and Usage Data by filling in forms, using our website or by corresponding with us by post, phone, email or otherwise.
- **Automated technologies or interactions.** As you interact with KDI, we may automatically collect Contact data and Communication and Usage data.
- **Third parties or publicly available sources.** We may receive Personal Data about you from third parties such as our customers and business partners such as analytics providers, advertising networks and search information providers based inside or outside the EU.

3. What we do with the Personal Data we gather

This section details our purposes and legal bases for collecting and processing your Personal Data:

We will only use your personal data when the law allows us to.

We need to process your personal data primarily to allow us to perform a contract with you and to enable us to comply with our legal obligations. In some cases, we may use your personal data to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests.

We may also use your personal information where we need to protect your interests (or someone else's interests) or where it is needed in the public interest.

Purpose/Activity	Possible Lawful basis for processing including basis of legitimate interest
To carry out our obligations under contract(s)/ agreement(s) entered into between you and us.	(a) Performance of a contract with you
To process your order/delivery/forecasting/ payments including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Performance of a contract with you
To properly administer a contract/agreement/ scheme entered into by KDI and you	(a) Performance of a contract with you
To manage our relationship with you which will include: (a) Notifying you about changes to our privacy notice (b) Asking you to leave a review or take a survey	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
To administer our business including: (a) processing and responding to any queries you submit (b) enabling you to participate in a promotion of competition run through our website, (c) administering the promotion/competition (d) improve products and services (e) providing you information regarding promotional material about products	(a) Necessary for our legitimate interests (for running our business, provision of administration) (b) Necessary to comply with a legal obligation

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so unless this is otherwise required or permitted by law (in which case we may process your personal data without your knowledge or consent).

4. Marketing

As stated above, We may contact you by email about our products and services and other events which might be of interest to you.

You may receive marketing communications from us if:

1. you have requested to receive or consented to the receipt of information from us; or
2. purchased goods or services from us (and our marketing communications will only be in relation to similar goods or services); or
3. it is in our legitimate interest,

and, in each case, you have not opted out of receiving the marketing communications.

You will only receive electronic marketing communications under (b) above where such products or services were purchased by you prior to the receipt of the communication.

You have the right to ask us to stop processing your personal data for direct marketing purposes. If you wish to exercise this right, please send us an email to louise.howard@kerry.ie

5. Automated decision-making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so, we have notified you, and there is sufficient human oversight.

6. Security of your Personal Data

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the Personal Data we collect in accordance with data protection law.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have also put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

7. Recipients of your Personal Data

We may share your Personal Data with:

Internal Third Parties: KDI related companies in Ireland and abroad for our internal business purposes.

External Third Parties: We may share information with the following external third parties:

- Professional advisers including lawyers, bankers, financial service providers, auditors and insurers who provide banking, financial, legal, insurance and accounting services to us.
- IT and technical service providers which provide IT and technical services.
- Third party service providers such as payment service providers and customer relationship management service providers.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets.

We require all third parties to respect the security of your Personal Data and to treat it in accordance with the law. We do not allow our third-party service providers to use your Personal Data for their own purposes and only permit them to process your Personal Data for specified purposes and in accordance with our instructions.

8. International transfers

To deliver the services set out in this notice to you, it is sometimes necessary for us to share your Personal Data with KDI related companies and service providers who are located outside the European Economic Area (“**EEA**”). We may transfer your Personal Data to another country outside the EEA if the transfer complies with data protection law, appropriate safeguards and enforceable rights are in place.

9. Retention of your Personal Data

We will only retain your Personal Data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your Personal Data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect of our relationship with you.

To determine the appropriate retention period for Personal Data, we consider the amount, nature and sensitivity of the Personal Data, the potential risk of harm from unauthorised use or disclosure of your Personal Data, the purposes for which we process your Personal Data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

In some circumstances we will anonymise your Personal Data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

10. Your Data Protection Rights

You have rights under data protection law in relation to your Personal Data. You have the right to:

Request access to your Personal Data (commonly known as a "data subject access request"). This enables you to receive a copy of the Personal Data we hold about you and to check that we are lawfully processing it.

Request correction of the Personal Data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your Personal Data. This enables you to ask us to delete or remove Personal Data where there is no reason for us continuing to process it. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your Personal Data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your Personal Data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your Personal Data. This enables you to ask us to suspend the processing of your Personal Data in certain scenarios.

Request the transfer of your Personal Data (as provided by you) to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your Personal Data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent.

11. Complaints

You have the right to make a complaint at any time to the Data Protection Commission, the Irish supervisory authority for data protection issues. The Data Protection Commission can be contacted at the Office of the Data Protection Commissioner via their website www.dataprotection.ie/en.

12. Cookies

A cookie is a small file which asks permission to be placed onto your computer's hard drive. Once you agree, the file is added and the cookie helps examine web traffic or lets you know when you visit a particular site.

Essentially, cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie does NOT give us access to your computer or any information about you; other than the data you choose to share with us.

You can choose to accept or decline cookies. Although most web browsers automatically accept cookies, you can usually modify your browser setting to decline cookies to your preference. However, this may prevent you from taking full advantage of our website.

We use cookies on our website, and we assume you are ok with this otherwise please disabled cookies in your browser or navigate away and clear cookies set by the website.

Cookies on this website are used for:

Analytical/performance purposes - this allows us to recognise and calculate the number of visitors and to see how visitors navigate around the website when they are using it. Therefore, helping us improve the way our website functionality for example, by ensuring that users can find what they are looking for easily.

Functionality purposes - to help us recognise you when you return to our website. This allows us to personalise our content for you and remember your preferences and settings.

Sharing purposes – this allows you to share pages with social networks such as Facebook and Twitter.

If you have any questions regarding our Cookie policy, then please contact us.

Cookies Necessary for the Functioning of the Store

Name	Function
<i>_ab</i>	Used in connection with access to admin.
<i>_secure_session_id</i>	Used in connection with navigation through a storefront.
<i>cart</i>	Used in connection with shopping cart.
<i>cart_sig</i>	Used in connection with checkout.
<i>cart_ts</i>	Used in connection with checkout.

Name	Function
<i>checkout_token</i>	Used in connection with checkout.
<i>secret</i>	Used in connection with checkout.
<i>secure_customer_sig</i>	Used in connection with customer login.
<i>storefront_digest</i>	Used in connection with customer login.
<i>_shopify_u</i>	Used to facilitate updating customer account information.

Reporting and Analytics

Name	Function
<i>_tracking_consent</i>	Tracking preferences.
<i>_landing_page</i>	Track landing pages
<i>_orig_referrer</i>	Track landing pages
<i>_s</i>	Shopify analytics.
<i>_shopify_s</i>	Shopify analytics.
<i>_shopify_sa_p</i>	Shopify analytics relating to marketing & referrals.
<i>_shopify_sa_t</i>	Shopify analytics relating to marketing & referrals.
<i>_shopify_y</i>	Shopify analytics.
<i>_y</i>	Shopify analytics.

Cookie List

A cookie is a small piece of data (text file) that a website – when visited by a user – asks your browser to store on your device in order to remember information about you, such as your language preference or login information. Those cookies are set by us and called first-party cookies. We also use third-party cookies – which are cookies from a domain different than the domain of the website you are visiting – for our advertising and marketing efforts. More specifically, we use cookies and other tracking technologies for the following purposes:

Strictly Necessary Cookies

These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

Strictly Necessary Cookies			
Cookie Subgroup	Cookies	Cookies used	Lifespan
farmandhomestore.ie	<u><i>_shopify_d, _orig_referrer, _shopify_evids</i></u>	First Party	Session, 13 Days, 364 Days
www.farmandhomestore.ie	<u><i>secure_customer_sig, OptanonAlertBoxClosed, cart_currency, cookietest, Optanon Consent</i></u>	First Party	364 Days, 364 Days, 13

Strictly Necessary Cookies			
Cookie Subgroup	Cookies	Cookies used	Lifespan
			Days, Session, 364 Days
cdn.shopify.com	cookietest, _shopify_evids	Third Party	Session, 364 Days

Performance Cookies

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.

Performance Cookies			
Cookie Subgroup	Cookies	Cook ies used	Lifesp an
www.farmandhomestore.ie	<u>_shopify_s</u>	First Party	A few seconds
farmandhomestore.ie	<u>_y, _gat, _s, _shopify_sa_t, _hjTLDTest, _shopify_y, _ga, _shopify_sa_p, _hjSession_3864495, _hjSessionUser_3864495, _landing_page, _gid</u>	First Party	364 Days, A few seconds, A few seconds, A few seconds, A few seconds, Session, 364 Days, 729 Days, A few

Performance Cookies			
Cookie Subgroup	Cookies	Cookies used	Lifespan
			seconds, A few seconds, 364 Days, 13 Days, A few seconds

Functional Cookies

These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.

Functional Cookies			
Cookie Subgroup	Cookies	Cookies used	Lifespan
www.farmandhomestore.ie	<u>localization</u>	First Party	13 Days

Targeting Cookies

These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

Targeting Cookies			
Cookie Subgroup	Cookies	Cookies used	Lifespan
farmandhomestore.ie	<u>_fbp</u>	First Party	89 Days
www.farmandhomestore.ie	<u>__kla_id</u>	First Party	729 Days

13. Contact Us

If you have any questions about this notice or KDI's data protection practices, please contact our Legal department at louise.howard@kerry.ie.

14. Changes to this notice

We reserve the right to update this notice at any time in accordance with legislative changes. We may also notify you in other ways from time to time about the processing of your personal information.