

Moel Famau Pumpkins – Privacy Policy

Effective Date: 01/08/2025

At Moel Famau Pumpkins, your privacy matters to us. This Privacy Policy explains how we collect, use, and protect your personal information when you visit our farm, use our website, book events, or otherwise interact with us.

1. Information We Collect

Personal Information You Provide:

When you book tickets, sign up for newsletters, contact us, or participate in events, we may collect information such as your name, email address, phone number, postal address, and payment details.

Automatically Collected Data:

When you visit our website, we may collect information like your IP address, browser type, and browsing behaviour through cookies and similar technologies. This helps us improve your experience.

2. How We Use Your Information

We use your personal data to:

- Process bookings, payments, and refunds.
 - Communicate important information about your visit or event updates.
 - Respond to inquiries and provide customer support.
 - Send newsletters or marketing communications if you have opted in.
 - Improve our website and services.
 - Comply with legal obligations.
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3. How We Share Your Information

We do **not** sell or rent your personal data. We may share your information with trusted third parties only to:

- Process payments securely.
- Provide services related to event bookings.
- Comply with legal or regulatory requirements.

All third parties we work with are required to keep your data safe and use it only for the purposes we specify.

4. Cookies & Tracking Technologies

Our website uses cookies to enhance your browsing experience. You can manage or disable cookies through your browser settings, but this may affect how some parts of the site function.

5. Data Security

We take reasonable measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no online transmission is completely secure, and we cannot guarantee absolute security.

6. Your Rights

Under data protection laws, you have rights including:

- Accessing the personal data we hold about you.
- Requesting correction or deletion of your data.
- Objecting to or restricting certain data processing.
- Withdrawing consent to marketing communications at any time.
- Requesting data portability.

To exercise these rights, please contact us at moelfamaupumpkins@outlook.com

7. Data Retention

We retain your personal data only as long as necessary for the purposes outlined in this policy, or to comply with legal obligations.

8. Children's Privacy

We do not knowingly collect personal data from children under 13 without parental consent. Children visiting the farm should be supervised by a responsible adult.

9. Changes to This Policy

We may update this Privacy Policy occasionally. Any changes will be posted on our website with an updated effective date.

10. Contact Us

If you have questions or concerns about your privacy or this policy, please contact:

Moel Famau Pumpkins

Email: moelfamaupumpkins@outlook.com

Address: Tyddyn Y Foel, Cilcain, Mold, Flintshire CH7 5PF

