



# Privacy Policy

## 1. Introduction

Premier Poultry Limited (PPL) is committed to protecting the privacy and security of your personal data in compliance with the Data Protection Act, 2012 (Act 843) of the Republic of Ghana and by extension the EU General Data Protection Regulation (GDPR). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit [info@premier-poultry.com](mailto:info@premier-poultry.com) or use our services.

## 2. Purpose

This Policy provides roadmap to protect personal data, which may be processed, retained and disclosed by us given by our customers; suppliers; employees, third parties and shareholders (data subjects).

## 3. Scope

This policy applies to all customers, service providers, employees, third parties and shareholders who provide or receive services through PPL.

## 4. Information We Collect

- Personal Data: We collect data that identifies you as an individual, such as your name, email address, phone number, Date of birth, Identification cards, educational certificates, reference, Next-of-kin details, passport information, location, performance appraisal and feedback, medical report, marital status, curriculum vitae and payment details.
- Usage Data: We automatically collect technical data such as your IP address, browser type, device information, and how you interact with our website. Other usage is for marketing communication, employment, updating of personal data, market research, regulations compliance and so on.

## 5. Legal Basis for Processing (Compliance with Act 843)

PPL processes your data Under Section 18 of Act 843 of the Ghana Data Protection Act 2012, only if:

- Consent is Given: You have given your clear consent for us to process your data for a specific purpose.
- Contractual Necessity: Processing is necessary for a contract you have with us (e.g., fulfilling an order).
- Legal Obligation: We are required to comply with the law.
- Legitimate Interest: We have a legitimate business interest that does not override your rights.

## 6. How We Use Your Data

At PPL, data use is strictly for purposes that are specific, explicitly defined, and lawful.

- To provide, operate, and maintain our services.
- To process transactions, send order confirmations, documentation, updating of personal data and employment purposes.
- To manage your account and provide customer support.
- To comply with Ghanaian legal and regulatory requirements.
- To improve our website and marketing promotions (where consent is obtained).



## 7. Data Subject Rights (Your Rights)

The following stipulates your right as a Data Subject:

- **Right to Access:** You have the right to request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request correction of inaccurate, irrelevant, or misleading data.
- **Right to Erasure:** You can request the deletion or destruction of data that is no longer necessary for the purpose collected.
- **Right to Restrict Processing:** You can request that we stop using your data in certain ways while we verify its accuracy.
- **Right to Object:** You can object to processing for direct marketing purposes.
- **Right to Withdraw Consent:** You may withdraw your consent at any time (though this does not affect the lawfulness of processing done prior to withdrawal).

To exercise these rights: Please contact our Data Protection Supervisor at [wilhemina.obu@premier-poultry.com](mailto:wilhemina.obu@premier-poultry.com) or [info@premier-poultry.com](mailto:info@premier-poultry.com). We will respond to your notice within 21 days as prescribed by law.

## 8. Data Retention

PPL shall not retain your data longer than necessary to achieve the purpose for which it was collected in line with DPA's guidelines on the retention of records and personal data. Once your personal data is no longer required, it will be securely deleted or anonymized.

When data is no longer needed, we will securely delete, destroy, or anonymize it.

## 7. Data Security and Breach Notification

We implement appropriate technical and organizational measures to secure your data as required by law in this manner:

- Encryption of sensitive data
- Secure storage systems
- Regular security audits and monitoring
- Restricted access to personal data on a need-to-know basis
- Employee training on data protection practices

In the event of a security breach:

- a. We will notify the Data Protection Commission immediately.
- b. We will notify affected data subjects where necessary to allow them to take protective measures.

## 8. Cookies

We use cookies to enhance your experience on our website. You can manage cookie preferences through your browser settings. Most browsers allow you to block or delete cookies.

## 9. Disclosure of Data (Third Parties)

We will not sell your personal data. We may share your data with third parties only in the following circumstances:



a. Service Providers: Third parties who assist in operating our website (e.g., payment gateways, hosting) who are bound by confidentiality agreements.

b. Legal Requirements: Where required by law, a court order, or to protect national security.

c. Consent: Where you have explicitly agreed to the disclosure.

#### **10. International Data Transfers**

If we transfer your personal data outside Ghana, we will ensure that appropriate safeguards are in place to protect your data, in compliance with applicable data protection laws.

#### **11. Updates to This Policy**

We may update this policy periodically to reflect our practice and legal requirements which will be posted on our website.

#### **14. Contact Us**

For questions, complaints, or requests regarding your data, please contact our Data Protection Supervisor through [info@premier-poultry.com](mailto:info@premier-poultry.com)