

Privacy Notice

This Privacy Notice sets out how Educaterers Ltd will process personal and sensitive data that may be provided by you or may be collected from you when you visit our website and/or engage our catering services. Educaterers Ltd is committed to being transparent about how it collects and uses personal data and this Privacy Notice explains:

- The personal information we collect
- How we use your personal information
- When and why we will disclose your personal information
- How long we will hold your information for
- The steps we take to ensure your information is kept secure and confidential
- Your information rights
- How to contact us

1. What information we collect

When you use our services and interact with us we collect and process personal data. The information we may process includes:

- Name and/or job title
- Contact information including email address and telephone number
- Special dietary requirements information including name, school, year group, special diet requested, allergen and/or food intolerance and parent/carer's consent
- Demographic information, such as postcode and preferences
- Information relevant to client enquiries provided by you
- Website usage data which may include the browser or device used to access our website, operating system and internet browser, IP address and date and time of access to the website

2. How we use your information

We will use the information you provide in a manner that conforms to current Data Protection legislation. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary. In some instances the law sets the length of time information has to be kept. In general we process your information for the following purposes:

- Provide products and services to you
- Contact you in response to specific communications that you have directed at us
- Monitor the use of and improve the products and services we provide
- Monitor the use of and improve the content of our website

3. Information sharing

Educaterers Ltd work in partnership with and may need to share information with NHS Dietetics teams to support customers with special dietary requirements. These providers are obliged to keep your details securely and use them only to provide specialist advice for the delivery of our service.

Our website does not capture personal information but does collect a series of website usage information (referred to in section 1 of this policy). This information is shared with our website host. We employ cookie technology to our website - see our Cookie Policy on our website for more information.

Links from our website

Our website may contain links to third party websites. We cannot accept responsibility or liability for the content or privacy practices of those third party websites so please ensure you read a third party's privacy notice carefully before providing any personal information.

4. How long your information will be held

We will only retain the information that is necessary to deliver our service. We will not keep your information any longer than needed to provide the service you require or where the law states how long this should be kept.

5. How we protect your information

The information you provide will be subject to rigorous measures and procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't be allowed to see it.

We have a comprehensive set of Information and Security policies. These define our commitments and responsibilities to your privacy and cover a range of information and technology security areas. We provide training to staff who handle personal information.

We conduct assessments of privacy when making changes to processes or systems that hold your personal data. We assess the technical security of our systems.

We will dispose of paper records or delete any electronic personal information in a secure way.

6. Your information rights

You already have certain rights under existing data protection legislation, including a right to request a copy of the personal information we hold on you, if you request it in writing. From 25th May 2018 you will have the following rights:

- To have your personal information rectified if it is inaccurate or incomplete;
- To request that we delete or remove your personal information from our systems;
- To restrict our use of your information: the right to 'block' us from using your personal information or limit the way in which we can use it;
- To request that we move, copy or transfer your personal information;
- To object to our use of your personal information including where we use it for our legitimate interests, or where we use your personal information to carry out profiling to inform our market research and user demographics.

7. How to contact us

To make enquiries, exercise any of your rights set out in this Privacy Policy and/or make a complaint please contact:

Educaterers Ltd
Shire Hall
Warwick
CV34 4RS
Telephone: 01926 412999
Email: contactus@educaterers.co.uk

If you are not satisfied with the way any complaint you make in relation to your personal information is handled by us then you may be able to refer your complaint to the relevant data protection regulator. In the UK, this is the Information Commissioner's Office.