



Caterers Choice Ltd

Privacy Policy



Please read this Privacy Policy. It relates to how Caterers Choice Limited ("us"/ "we"/ "our") hold and process an individual's personal information (data) and the individual's rights in relation to that data.

We are registered with the Information Commissioners Office. Our registration number is ZA431922. We are a limited company. Our company registration number is 02311817 and our registered office is at Parkdale House, 3 Longbow Close, Pennine Business Park, Bradley, Huddersfield, HD2 1GQ, UK. Queries regarding this policy may be directed toward the Compliance Manager by phone on 01484 532666 or in writing to our registered office address above.

Our websites are www.catererschoice.co.uk and www.fairerfish.co.uk ("websites").

We are a "data controller". This means that we are responsible for deciding how we hold and use data about individuals. We are required under data protection legislation to notify you of the information contained in this privacy notice. We have a duty to keep your data secure and maintain your confidentiality and we will do so.

The data that we process

The data we process depends upon our relationship with you, why we obtained the data, and for what purpose.

1. Our customers

We obtain and hold data about our customers. This data includes details of the business name, the names of individuals at our customers and their contact details (such as email addresses and direct and mobile telephone numbers), and postal addresses. We also obtain details of customers' bank accounts and payment information and details of orders placed, purchase and sales history, and information about complaints.

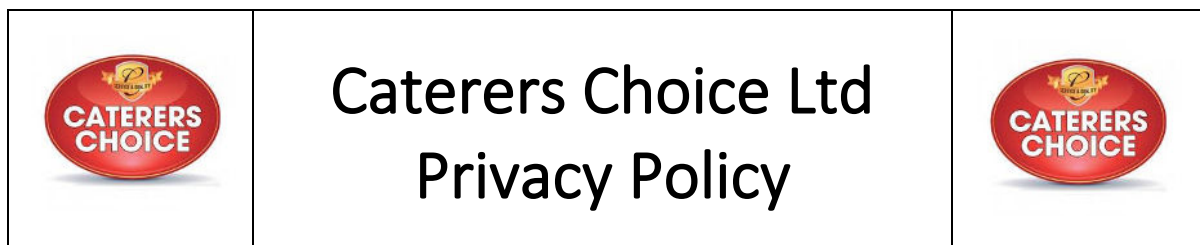
We do not consider that all of the information we hold is personal data under the provisions of the General Data Protection Regulation, but to the extent that the data does comprise personal data, we obtain this data for the purpose of carrying out work for our customers and processing customers' orders.

This data is processed by us as it is necessary for us to do so to perform our contract with the customer or in anticipation that we will enter into a contract. We may then continue to hold the data where we consider that is necessary for us to do so both in the legitimate interests of our business but also in the legitimate interests of our customers as the information we hold assists with future business relationships with our customers.

2. Our suppliers

We obtain and hold data about and concerning our suppliers. This data includes details of the supplier's business name, the names of individuals at our suppliers and their contact details (such as email addresses and direct and mobile telephone numbers), and postal addresses. We also obtain details of

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suppliers' bank accounts and details relating to payments made to the suppliers, together with details of orders placed with them by us.

We do not consider that all of the information we hold is personal data under the provisions of the General Data Protection Regulation, but to the extent that the data does comprise personal data, we obtain this data for the purpose of negotiation and/ or placing orders with our suppliers.

This data is processed by us as it is necessary for us to do so to perform our contract with the supplier or in anticipation that we may enter into a contract with them.

We may then continue to hold the data where we consider that is necessary for us to do so both in the legitimate interests of our business but also in the legitimate interests of our suppliers as the information we hold assists with future business relationships with our suppliers.

3. Third parties

(1) In the case of other companies, businesses, organisations or associations with whom we have a professional relationship or potentially common interest, we may hold contact details including names, company/business name, email address(es), contact telephone numbers, postal address(es).

The purpose we hold this data is for the professional relationship or in common interest with the other organisation. We consider that it is necessary for us to process this data on the lawful basis that it is in the legitimate interests of our business to enhance and preserve those relationships.

(2) We are passed some third-party data by our customers and suppliers. This data relates to our customers' customers, shipping and 3rd party storage company details and details of companies supplying raw materials to our suppliers. In these instances, we usually process the information in line with instructions and directions that are given to us by the person who provided the data and do so as data processors. We have agreements in place with those who pass this data to us which regulates our use of the same, what we will do with the data, how long we will hold it for, and when it will either be deleted by us or passed back to the data controller.

In instances where we are given this data by the third party for our own use and the data is in our control, then we are data controllers of this data. It is necessary for us to process this data either pursuant to the contract that we have with the third party or on the basis that it is necessary for us to do so in the legitimate interests of our business and of the third party itself. The type of data we process in these instances can be varied, but in the main comprises names, addresses, email addresses and telephone contact numbers.

(3) We are on occasion passed data by customers relating to complaints about our products. This can comprise of names, addresses and e-mail details. In these instances, the data is used by us to resolve the complaints and for that purpose alone. It is necessary in the legitimate interests of our business to process this data for this purpose, and also necessary in the legitimate interests of all parties.

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4. Visitors to our websites

When you visit or use our websites, we process information by way of the use of analytics in relation to information collected about you by way of cookies. For more information about the cookies we use and how long the data will be retained by us please see our Cookie Policies.

We believe that it is in the legitimate interests of our business to use cookie data to monitor use of our website, track the use of our website, to keep our website updated and relevant, to develop our business, to inform our marketing strategy and to improve and develop website performance. It is also necessary for us to use these cookies to enhance and assist a visitor's experience when using our website.

We will only use cookies for these purposes.

Retention of data

5. Our customers

We regularly review the data that we hold and at least annually, and if we hold data about a customer with whom we have not had any dealings for over seven years then we will destroy the data (except that we will retain basic contact details for reference and will treat such customers as 'contacts' for the purposes of paragraph 7(1) below).

We may retain some details relating to our customers which is not personal data indefinitely.

6. Our suppliers

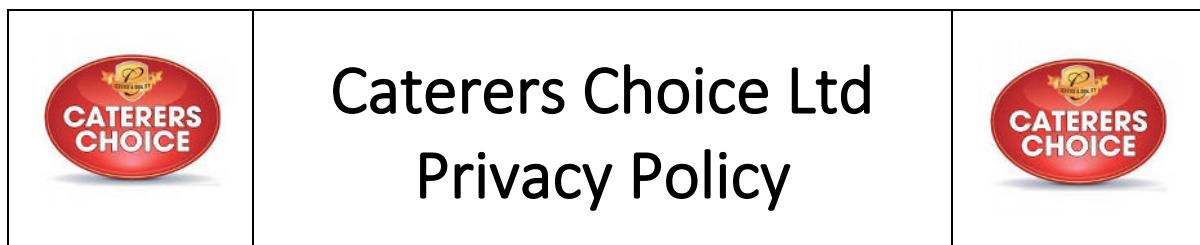
We regularly review the data that we hold and at least annually, and if we hold data about a supplier with whom we have not had any dealings for over seven years then we will destroy the data (except that we will retain basic contact details for reference and will treat such suppliers as 'contacts' for the purposes of paragraph 7(1) below).

7. Third Parties

(1) Personal data falling within the provisions of paragraph 3(1) is retained indefinitely. This is because it is in the interests of our business to retain a database of such third parties and we believe that this will not affect the rights and freedoms of the individuals concerned.

(2) Personal data falling within the provisions of paragraph 3(2) is only retained (where we are acting as a data processor) in accordance with the instructions of the controller of the data. Otherwise, where we are the controller of the data, we retain the data only for as long as it is necessary to do so for auditing purposes which may be for up to seven years.

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(3) Personal data falling within the provisions of paragraph 3(3) is retained for seven years, for auditing purposes.

8. Visitors to our website

Please see our Cookie Policy for details of how long we will retain the data collected using cookies on our website.

Data sharing

In order to fulfil contracts with our customers, we may share data such as customer names and addresses with third parties, such as those who we commission to make deliveries upon our behalf.

Similarly, we may need to share data relating to our suppliers with our customers to fulfil our contracts with them.

In both instances, personal data is unlikely to be shared.

In order to fulfil the contracts that we have with suppliers and customers we may share personal data with external third-party services providers, such as:

- IT & system administration service providers
- Professional service providers of consultancy, legal, insurance and accounting services
- Marketing services providers

We are a sister company of Fruitypot Limited. The persons with significant control of Fruitypot Limited are the same as those with significant control of us. As such, data may be shared with Fruitypot Limited and the two companies are joint controllers of the data. The same bases for processing apply to both of us.

We may also share data with our legal advisers and accountants where we deem it necessary to do so.

Individuals' data will not otherwise be shared with any other third party without notification or consent, as applicable.

Some of our suppliers are based outside the UK/European Economic Area so their processing of your personal data will involve a transfer of data outside the UK.

Whenever we transfer your personal data out of the UK, we ensure a similar degree of protection is afforded to it by using specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

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Automated processing

We do not automatically process data.

Individuals' rights

These rights apply to individuals.

(1) We are obliged to ensure that the data we hold about you is correct. You have the right to ask for the data to be rectified if it is not and we will then take appropriate action.

(2) You have the right to seek to restrict the processing of your data in some circumstances.

(3) Where we rely on legitimate interests as the basis for processing, you may ask for the data to be erased and if there is no overriding legitimate interest for us to continue the processing then we will erase it.

(4) You have the right to seek confirmation of the fact that we are processing your data, to ask what that data comprises, and also to ask for copies of your data and/or for it to be transferred to a third party.

How to exercise your rights

If you would like to exercise any of the rights above, please call our office on 01484 532666 or write to the Compliance Manager at the registered address given at the top of this Policy. We will then consider your request and action the same as necessary although in some circumstances we may have a legitimate reason for not being able to action your request. If this should be the case, we will notify you of the reason why.

If you have cause for complaint

If you have any cause for complaint, or do not believe that we are processing data fairly or in line with our obligations as a data controller, then we would ask that you contact us in the first instance with your concerns although you are not obliged to do so and you may contact the Information Commissioner's Office whose details can be found at www.ico.org.uk.

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