

PRIVACY POLICY

ELCHYN CATERING LIMITED

WE TAKE THE SECURITY OF YOUR INFORMATION VERY SERIOUSLY AND ARE COMMITTED TO PROTECTING AND RESPECTING YOUR PRIVACY.

Introduction

This privacy notice provides you with details of how we collect, store and process your data. It should be read in conjunction with the contract that controls our business together and our general terms and conditions.

When you work with ELCHYN CATERING LIMITED your data will be handled in line with the requirements of the General Data Protection Regulation (GDPR) 2016. We will be acting in the capacity of data controller and data processor. It is important that the data we hold is accurate and up to date so if any information you have provided changes then please update us using the email address shown below.

Data Controller: ELCHYN CATERING LIMITED Email: info@ruffledtruffle.com

Data protection Officer: There is currently no separate appointment. Matters will be handled by the Directors

What data we collect

The data we may collect, store and process includes the following types:

- *Identity data, including but not limited to, your full name and title.*
- *Contact data, including but not limited to, job title, billing address, address, email address and phone numbers.*
- *Financial data, including but not limited to, bank account details, VAT numbers, transactions resulting from the services you receive.*
- *Communications data, including but not limited to, email communications*

We do not collect, store or process sensitive data as defined by the regulation.

How we collect data

Direct interaction: Data provided by via email and telephone

Clause 8 of the T&C addresses data protection for the limited extent of exposure the prospect/client has with us in correspondence for preparing a quote, receiving a proposal and being invoiced. Payments are generally done via bank transfer or online through Worldpay by clicking on a link on the invoice that only the customer receives.

How we process collected data

We will process the data we hold on your organisation in order to deliver and complete the services and the contract between our organisations and to administer your account with us. We will contact you with updates to the status of your contract and these services and provide details of additional services that would be of benefit to the business services you have already used with us. Your data will only be processed when there is a lawful reason to do so. We have determined that our main lawful reasons will be:

- *in order to meet the obligations of the contract that exists between us*
 - *where we need to comply with a legal or regulatory obligation*
 - *to process financial transactions*
 - *for our own legitimate interests.*

The data provided will be held on one or more of our systems whether on premise or off premise.

Who has access to your data

Only staff who have a legitimate need to access data will be authorised to do so.

Data will be held and processed to enable ELCHYN CATERING LIMITED to provide the services and products that we are contracted to carry out. We also work with a number of trusted suppliers, agencies and businesses who support us in providing our services. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

The data used for support will be stored whilst the contract is in place and for a maximum of twelve months after the contract ends. Accountancy data will be held for the statutory period as required by the UK Government.

Your Legal Rights

Under GDPR regulations, you have a number of rights, if you deem, and it is proven, the data we hold is incorrect.

1. *The right to be informed - to be informed about the collection and use of your personal data.*
2. *The right of access - to request access to your personal information*
3. *The right to rectification - to request that information is corrected if the information we hold is inaccurate or incomplete*
4. *The right to erasure - to have personal information erased*
5. *The right to restrict processing - restrict processing of your information*
6. *The right to data portability - you can obtain and reuse your personal data for your own purpose*
7. *The right to object - to reject our processing of your personal data*
8. *Rights in relation to automated decision making and profiling - we will not make any decision regarding you by purely automated means*

If you are unhappy about any aspect of how we handle your data, or the application of your rights, then please contact us in the first instance at the email address in section 1 of this document. We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response. We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

You have the right to lodge a complaint with the UK supervisory authority, which is the Information Commissioner's Office (ICO). The ICO contact details can be found at www.ico.org.uk

You can see more about these rights at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Data Security

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 suppliers, agencies and businesses we work with. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

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

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes. This data will therefore be retained for seven years to allow us to respond to a 'last minute' request.

OUR USE OF COOKIES

ELCHYN CATERING LIMITED website uses Google Analytics to help analyse how users use the site.

This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form.

The information generated by the cookie about your use of the website (including your IP address) is transmitted to Google. This information is then used to evaluate visitors use of the website and to compile statistical reports on website activity for ELCHYN CATERING LIMITED.

ELCHYN CATERING LIMITED will not (and will not allow any third party) to use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our site.

We will not associate any data gathered from this site with any personally identifying information from any source as part of our use of the Google statistical analytics tool.

Google will not associate your IP address with any other data held by Google. Neither ELCHYN CATERING LIMITED nor Google will link, or seek to link, an IP address with the identity of a computer user.

A simple cookie is also created on your computer if you click to hide the message that appears at the top of the site informing you that our site uses cookies. This cookie remembers that you chose to hide the message so as not to display the message the next time a page loads. This cookie stores no personally identifiable information.

LINKS TO OTHER SITES

This privacy policy does not cover the links within this site linking to other sites.