

## Eden Caterers Privacy Policy



Eden Caterers Ltd is a company registered in England and Wales

### OVERVIEW

At Eden Caterers, we are committed to maintaining the trust and confidence of our visitors to our web site. In particular, we want you to know that Eden Caterers is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. But just in case you don't believe us, in this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

This policy, which applies whether you visit our website or contact us via phone/email provides you with information about:

- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained; and
- your legal rights relating to your personal data.

### HOW WE USE YOUR DATA

#### General

EDEN CATERERS uses your personal data:

- to provide goods and services to you;
- to verify your identity;
- for crime and fraud prevention, detection and related purposes;
- with your agreement, to contact you electronically about promotional offers and products and services which we think may interest you;
- for market research purposes - to better understand your needs;
- to enable EDEN CATERERS to manage customer service interactions with you; and
- where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

## **Promotional communications**

EDEN CATERERS uses your personal data for electronic marketing purposes (with your consent).

EDEN CATERERS aims to update you about products & services which are of interest and relevance to you as an individual.

You have the right to opt out of receiving promotional communications at any time, by:

1. making use of the simple “unsubscribe” link in emails
2. contacting EDEN CATERERS via the contact channels set out in this Policy.

## **Sharing data with third parties**

EDEN CATERERS will not disclose your personal data to any third party, except as set out below. We will never sell or rent our customer data to other organisations for marketing purposes.

We may share your data with:

- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so: -
- to comply with our legal obligations;
- to exercise our legal rights (for example in court cases);
- for the prevention, detection, investigation of crime or prosecution of offenders; and
- for the protection of our employees and customers.

## **International transfers**

To deliver products and services to you, it is sometimes necessary for EDEN CATERERS to share your data outside of the European Economic Area. This will typically occur when service providers are located outside the EEA or if you are based outside the EEA. These transfers are subject to special rules under data protection laws.

If this happens, we will ensure that the transfer will be compliant with data protection law and all personal data will be secure. Our standard practice is to use ‘standard data protection clauses’ which have been approved by the European Commission for such transfers.

## **How long do we keep your data?**

We will not retain your data for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of data, however, the longest we will normally hold any personal data is 6 years.

## **WHAT PERSONAL DATA DO WE COLLECT?**

EDEN CATERERS may collect the following information about you:

- your name;
- your contact details: postal address including billing and delivery addresses, telephone numbers (including mobile numbers) and e-mail address;
- purchases and orders made by you;
- your online browsing activities on EDEN CATERERS website;
- your password(s);
- your communication and marketing preferences;
- your correspondence and communications with EDEN CATERERS; and
- other publicly available personal data, including any which you have shared via a public platform (such as a Twitter feed or public Facebook page).

Our websites are not intended for children and we do not knowingly collect data relating to children.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this Policy. Some of the above personal data is collected directly, for example when you set up an online account on our website, or send an email to our customer services team. Other personal data is collected indirectly, for example, your browsing or shopping activity. We may also collect personal data from third parties who have your consent to pass your details to us, or from publicly available sources.

## **HOW WE PROTECT YOUR DATA**

### **Our controls**

EDEN CATERERS is committed to keeping your personal data safe and secure.

Our security measures include: -

- encryption of data;

- regular cyber security assessments of all service providers who may handle your personal data;
- regular scenario planning and crisis management exercises to ensure we are ready to respond to cybersecurity attacks and data security incidents;
- security controls which protect the entire EDEN CATERERS IT infrastructure from external attack and unauthorised access; and
- internal policies setting out our data security approach and training for employees.

## **WHAT YOU CAN DO TO HELP PROTECT YOUR DATA**

EDEN CATERERS will never ask you to confirm any bank account or credit card details via email. If you receive an email claiming to be from EDEN CATERERS asking you to do so, please ignore it and do not respond.

If you are using a computing device in a public location, we recommend that you always log out and close the website browser when you complete an online session.

In addition, we recommend that you take the following security measures to enhance your online safety both in relation to EDEN CATERERS and more generally: --

- keep your account passwords private. Remember, anybody who knows your password may access your account.
- when creating a password, use at least 8 characters. A combination of letters and numbers is best. Do not use dictionary words, your name, email address, or other personal data that can be easily obtained. We also recommend that you frequently change your password. You can do this accessing your account.
- avoid using the same password for multiple online accounts.

## **YOUR RIGHTS**

You have the following rights:

- the right to ask for a copy of personal data that we hold about you (the right of access);
- the right (in certain circumstances) to request that we delete personal data held on you; where we no longer have any legal reason to retain it (the right of erasure or to be forgotten);
- the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you (the right of rectification);

- the right to opt out of any marketing communications that we may send you and to object to us using/holding your personal data if we have no legitimate reasons to do so (the right to object);
- the right (in certain circumstances) to ask us to ‘restrict processing of data’; which means that we would need to secure and retain the data for your benefit but not otherwise use it (the right to restrict processing); and
- the right (in certain circumstances) to ask us to supply you with some of the personal data we hold about you in a structured machine-readable format and/or to provide a copy of the data in such a format to another organisation (the right to data portability).

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

## **Legal basis for EDEN CATERERS processing customer personal data**

### **General**

EDEN CATERERS collects and uses customers’ personal data because it is necessary for:

- the pursuit of our legitimate interests (as set out below);
- the purposes of complying with our duties and exercising our rights under a contract for the sale of goods to a customer; or
- complying with our legal obligations.

In general, we only rely on consent as a legal basis for processing personal data in relation to sending direct marketing communications to customers via email.

Customers have the right to withdraw consent at any time. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

### **Our legitimate interests**

The normal legal basis for processing customer data is that it is necessary for the legitimate interests of EDEN CATERERS, including:-

- selling and supplying goods and services to our customers;
- protecting customers, employees and other individuals and maintaining their safety, health and welfare;
- promoting, marketing and advertising our products and services;
- sending promotional communications which are relevant and tailored to individual customers;

- understanding our customers' behaviour, activities, preferences, and needs;
- improving existing products and services and developing new products and services;
- complying with our legal and regulatory obligations;
- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies;
- handling customer contacts, queries, complaints or disputes;
- protecting EDEN CATERERS, its employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to EDEN CATERERS;
- effectively handling any legal claims or regulatory enforcement actions taken against EDEN CATERERS; and
- fulfilling our duties to our customers, colleagues, shareholders and other stakeholders.

## **COOKIES**

Our websites use cookies to collect information. This includes information about browsing and purchasing behaviour by people who access our websites. This includes information about pages viewed, products purchased and the customer journey around our websites. Detailed information is set out in our Cookie Policy.

### **Cookies Policy**

#### **What are cookies?**

Like most websites, EDEN CATERERS websites use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to help you shop with us online. They are also used to tailor the products and services offered and advertised to you, both on our websites and elsewhere.

#### **Information collected**

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed, products purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details. EDEN CATERERS can use cookies to monitor your browsing and purchasing behaviour.

#### **How are cookies managed?**

The cookies stored on your computer or another device when you access our websites are designed by:

- EDEN CATERERS, or on behalf of EDEN CATERERS, and are necessary to enable you to make purchases on our website;
- third parties who participate with us in marketing programmes

### **What are cookies used for?**

The main purposes for which cookies are used are: -

1. For technical purposes essential to the effective operation of our websites, particularly in relation to online transactions and site navigation.
2. For EDEN CATERERS to market to you.
3. To enable EDEN CATERERS to collect information about your browsing and shopping patterns, including to monitor the success of campaigns, competitions etc.

How do I disable cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below: -

For Microsoft Internet Explorer:

1. Choose the menu “tools” then “Internet Options”
2. Click on the “privacy” tab
3. Select the setting the appropriate setting

For Google Chrome:

1. Choose Settings> Advanced
2. Under "Privacy and security," click “Content settings”.
3. Click “Cookies”

For Safari:

1. Choose Preferences > Privacy
2. Click on “Remove all Website Data”

For Mozilla Firefox:

1. Choose the menu “tools” then “Options”
2. Click on the icon “privacy”
3. Find the menu “cookie” and select the relevant options

For Opera 6.0 and further:

1. Choose the menu Files”> “Preferences”
2. Privacy

### **What happens if I disable cookies?**

This depends on which cookies you disable, but in general, the website may not operate properly if cookies are switched off. If you only disable third-party cookies, you will not be prevented from making purchases on our sites. If you disable all cookies, you will be unable to complete a purchase on our sites.

### **DATA PROTECTION OFFICER**

EDEN CATERERS has appointed a Data Protection Officer to ensure we protect the personal data of our customers (and others) and comply with data protection legislation.

If you have any questions about how EDEN CATERERS uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact our Data Protection Officer’s team by

- phone: 020 7803 1212;

- e-mail: MAIL@EDENCATERERS.LONDON or

- write to: Data Protection Officer, EDEN CATERERS, 199 HERCULES ROAD, LONDON SE1 7LD

You have the right to lodge a complaint with the Information Commissioner’s Office. Further information, including contact details, is available at <https://ico.org.uk>.

How can I exercise my rights under the UK GDPR?

### **CONTACT INFORMATION**

If you have any questions about how EDEN CATERERS uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by any of the following means:

phone us on: 020 7803 1212; e-mail us at: MAIL@EDENCATERERS.LONDON or write to us at: EDEN CATERERS, 199 HERCULES ROAD, LONDON SE1 7LD



You have the right to lodge a complaint with the Information Commissioner's Office.  
Further information, including contact details, is available at <https://ico.org.uk>.

## UPDATES

This policy was last updated in January 2024.

Nick Mead

Managing Director

January 2024