

# Customer & Client Privacy Policy

**Inspire Catering are an independent contract caterer providing services to a range of clients in business and Industry and Education sectors. Inspire Catering recognise their responsibilities under the General Data Protection Regulations (GDPR), May 2018, and are committed to protecting the privacy and security of personal information. The policy outlined below sets out, in key areas, the data privacy practices we adopt to ensure we meet the requirements of the legislation. This notice applies to our customers, clients, business partners and suppliers.**

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## GENERAL ARRANGEMENTS

We will comply with all GDPR requirements. This states that personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

## WHAT INFORMATION WE HOLD ABOUT YOU

Personal data is any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). There are “special categories” of more sensitive personal data which require a higher level of protection.

We will collect, store, and use the following data about you:

- Personal contact details such as name, title, address, telephone number, and personal email addresses
- Bank account details and other financial data if required

- Invoices and receipts
- Usage data
- Marketing and communications data

## HOW IS YOUR PERSONAL INFORMATION COLLECTED?

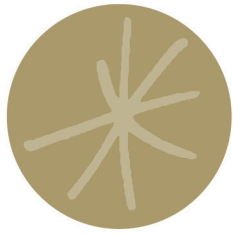
We collect personal information about our customers, clients, business partners and suppliers directly from you or sometimes via other business contacts, or our web site. We may also collect additional information from third parties.

We will collect additional personal information in the course of business related activities throughout the period of our business relationship.

## HOW WE WILL USE YOUR PERSONAL INFORMATION

We will only store personal data where we have:

- **Contract:** the processing is necessary for a contract we have with an individual, or because they have asked we have been asked to take specific steps before entering into a contract
- **Legal obligation:** the processing is necessary to comply with the law (not including contractual obligations)
- **Vital interests:** the processing is necessary to protect someone’s life or other vital interest
- **Public task:** the processing is necessary to perform a task in the public interest or for official functions, and the task or function has a clear basis in law



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- **Legitimate interests:** the processing is necessary for legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests
- **Consent:** the individual has given clear consent to process their personal data for a specific purpose

We will collect, store and manage your personal data in a fair and transparent basis with our personal data owners and allow them access to their data upon request.

## SITUATIONS IN WHICH WE WILL USE YOUR PERSONAL INFORMATION

The situations in which we will process your personal information are listed below:

- To register you as a new customer
- To process or deliver a service to you
- To manage your relationship with us
- To enable you to participate in prize draws, competitions or complete a survey
- To improve our website, products/services, marketing or customer relationships
- To recommend products or services which may be of interest to you
- To cater for any special dietary requirements you may have
- To deal with any legal disputes involving you

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

## CHANGE OF PURPOSE

We will only use your personal information for the purposes which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

## THIRD PARTIES

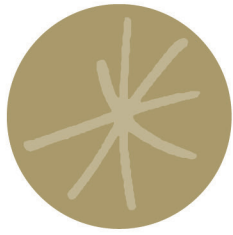
We will not share any personal data unless it meets one of the criteria listed above. Where we share your data with third parties, we provide written instructions to them to ensure that your data are held securely and in line with GDPR requirements. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

## PROTECTING YOUR DATA

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such, and to limit access to personal data. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## AUTOMATED DECISION MAKING

No decision will be made about you solely on the basis of automated decision making (where a decision is taken about you using an electronic system without human involvement) which has a significant impact on you.



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## YOUR RIGHTS IN RELATION TO PERSONAL DATA

You have the right to:

- Know how we use your data, and this is the purpose of this privacy notice
- Access your personal information. To do so, you should make a subject access request
- Ask for corrections or deletions to be made to your personal data
- Withdraw your consent if applicable
- Move, copy or transfer your personal data
- Object or restrict the use of your personal data

## WEBSITE

Our website uses cookies to track visitors. You are advised of this on our web site and can access our Privacy Policy from the web site via a link.

## CASHLESS SYSTEMS

Where applicable will use the information we record via your purchases to analyse catering sales and trends in order to develop the catering service to meet your requirements and tastes.

If you have any questions on this Policy please contact us at our office on 01786 476770.



**David Pease**  
Owner



**Lorna McFarlane**  
Owner