

Brunch Bite Ltd Privacy Policy

Brunch Bite is committed to protecting and respecting your privacy. We take your privacy very seriously and we ask that you read this Privacy Notice carefully as it contains important information on:

- the personal data we collect about you
- how we look after your personal data when you visit our website (regardless of where you visit from)
- with whom your personal data might be shared and
- your privacy rights and how the law protects you.

Brunch Bite Limited is the controller and responsible for your personal data (collectively referred to as “Brunch Bite”, “we”, “us” or “our” in this Privacy Notice).

Personal data which we collect

Personal data provided by you

We collect personal data about you when you:

- purchase delivery products from us
- contact us through our website
- apply for a job with us

The personal data collected in the above manner may include your

- full name
- email address
- telephone number
- delivery orders
- postal address
- payment details
- CV, covering letter and other application details
- enquiry details.

Personal data provided by 3rd parties

We do not ask for any special categories of personal data to be disclosed to us as part of your job application. Depending on the nature of the role, we may have to conduct further checks at a later stage and, where those checks will involve special categories of personal data, we will explain why we need that information and how we intend to use it.

How we use your personal data

Overview

BRUNCHBITE

We collect information about you so that we can:

- manage your bookings and ensure that we can provide you with a personalised and memorable experience from us
- process any delivery orders you make with us;
- assist you with your queries in relation to our business
- review any job applications you submit to us
- conduct research, statistical analysis and behavioural analysis
- carry out customer profiling and analyse your purchasing preferences using known data
- detect and prevent fraud
- notify you of any changes to our website or to our services that may affect you; and improve our services.

Marketing

We would like to send you information by email about our products and services and special offers which may be of interest to you. Our lawful ground of processing your personal data to send you marketing communications is either your consent or our legitimate interests (namely to grow our business)

We will only send you marketing messages when you click to subscribe on our website or tick the relevant consent box when you provide us with your personal data. You can ask us or third parties to stop sending you marketing messages at any time. If you have consented to receive such marketing from us, you can opt out at any time by emailing : orders@brunchbite.

When we might share your personal data with third parties

We do not, and will not, sell any of your personal data to any third party – including your name, address, email address or payment card information.

As an essential part of being able to provide our services to you, we do share your data with the following categories of third parties:

- service providers that help us get any purchases you make through our website to you, such as delivery companies and payment service providers;
- service providers that help us run our business such as our marketing platform providers(, who records your marketing preferences and sends our email communications to you, website hosting providers, website developers
- professional advisers including lawyers, bankers, auditors and insurers who provide advice to us when we require it;
- law enforcement agencies in connection with any investigation to help prevent unlawful activity
- third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Notice.

If you would like any more information about the third parties which we work with to provide our services to you, please contact us on the contact details provided in this Privacy Notice.

How we ask for consent

In those cases where we need your consent to hold and process your personal data, we will ask you to check a box on any form requiring consent (except when subscribing to our newsletter via our website, when we will ask you to click on subscribe). By checking these boxes, you are confirming that you have been informed as to why we are collecting the information, how this information will be used, for how long the information will be kept, who else will have access to this information and what are your rights as a data subject (all of which is set out in this Privacy Notice).

How we keep your personal data secure

To protect your information, we have policies and procedures in place to make sure that only authorised personnel can access the information, that information is handled and stored in a secure and sensible manner, and all systems that can access the information have the necessary security measures in place.

All employees, contractors and sub-contractors receive the necessary training and resources to ensure they understand their responsibilities in relation to all our policies and procedures.

In addition to these operational measures, we also use a range of technologies and security systems to reinforce these policies and procedures, including ensuring that:

- access to personal data is strictly restricted to those employees who need to access this information as part of their role
- we store your personal data on secure servers and unauthorised external access to personal data is prevented through the use of a firewall
- information used for reporting and/or customer profiling purposes is anonymised (so that it does not identify you)
- we store your personal data on secure servers

How long do we keep your personal data

We shall only retain your information 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.

Your rights

BRUNCHBITE

The right to access information we hold about you

At any point you can contact us to request the information we hold about you as well as why we have that information, who has access to the information and where we got the information. Once we have received your request, we will respond within 30 days.

The right to correct and update the information we hold about you

If the information we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure that it is updated.

The right to have your information erased

If you feel that we should no longer be using your information or that we are illegally using your information, you can request that we erase the information we hold. When we receive your request, we will confirm whether the information has been deleted or tell you the reason why it cannot be deleted.

The right to object to processing of your information

You have the right to request that we stop processing your information. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your information to comply with your other rights.

The right to ask us to stop contacting you with direct marketing

You have the right to request that we stop contacting you with direct marketing

Have Any Questions? Call 01902 798855 or email: orders@brunchbite.com