

Chocaccino Privacy Policy

Our privacy policy sets out what to expect when Chocaccino collects personal information and how we use and protect any information that you give us when you use this website. We are committed to ensuring that your privacy is protected. If we ask you to provide information which can identify you when using this website, then we will only use it in accordance with this privacy statement. We will hold information about you such your name address, telephone number, email address, event details and product preferences. The law on data protection gives you rights in relation to information we hold about you and requires us to use it fairly and properly in ways you understand. This guide includes: Why we hold and process data What we do with personal data Who gets to see personal data, and How you can find out what information we hold on you in this guide we use terms that have special meanings under the law on data protection. We have not set these out in detail but, in summary, the main terms are: Personal data: This includes information relating to an identifiable individual; personal data can be held on computer or in organised filing systems. Processing: This is a very wide term including obtaining, holding, disclosing, updating or deleting information. What do we do with personal data? What we do with data depends on particular circumstances and the needs of our customers, trade associates and suppliers. We can only use it for purposes we have set out in advance. We have to comply with principles designed to protect the individuals on whom we hold data. The principles include the requirement that data: Must be processed fairly and lawfully and only for specified purposes Must be accurate, relevant and not excessive Must be kept no longer than necessary, and Must be protected against accidental loss and unauthorised use or other processing We will use the information collected to understand your needs and provide you with a better service. We may also use your information to contact you for research and marketing purposes, if you have advised that you are happy for us to do so. We may contact you by email, phone, fax or mail, depending on the preference you have given. Visitors to our website: This site uses Google Analytics to allow us to track how popular our site is and to record visitor trends over time. Google Analytics uses a cookie to help track which pages are accessed. The cookie contains no personally-identifiable information, but it does use your computer's IP address to determine where in the world you are accessing the site from, and to track your page visits within the site. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it. For information on our cookie use please see our cookies guidance note. From time to time, we may embed external content from third-party websites, for example Twitter or YouTube, within our website. These external websites may utilise cookies and the privacy policy that will apply to such third-party content will be that published on the website of that third-party content provider. Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question. People who call Chocaccino: When you call us, we use this information to help improve its efficiency and effectiveness. If a call is made to us then the call may be recorded in order to improve the quality of the service provided to Chocaccino's customers and to support staff in carrying out their role. They will also be used to support the investigation of complaints. Photographs on publications and our website: Occasionally we may place pictures of our customers on our website. However, we would only identify you specifically in pictures with your permission. Group photos at company events may also be taken and placed in our newsletters or on our website. If you do not want your photo to appear in group photos then please advise the person

taking the photographs, or contact us to ask for the photo to be removed from display. Document retention and disposal: Under the Data Protection Act 1998, it is a requirement that we do not keep data longer than is necessary. Therefore, we will use our document retention and disposal procedures to ascertain when the personal and sensitive personal data is no longer required. All such paper data will be shredded inhouse at our site or by a mobile shredding company. All electronic personal and sensitive personal data, when no longer required, will be deleted and when computers are obsolete the hard-drives will be wiped by a professional recycling company and a certificate issued to prove this has happened. Queries: Chocaccino tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we received about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. This privacy notice was drafted with brevity and clarity in mind. It does not provide an exhaustive detail of all aspects of Chocaccino's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address at the bottom of this notice. What we do with personal data? Generally only Chocaccino staff see personal data on a business need to know basis. But there are circumstances where we disclose data to others, including our contractors and agents such as our legal advisers, local authorities; and to government departments. We would not disclose data for purposes other than those mentioned above. When we do disclose data, we do our best to ensure it is kept secure and used properly. Access to personal information Chocaccino tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information about them by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will: Give you a description of it; Tell you why we are holding it Tell you who it could be disclosed to; and Let you have a copy of the information in an intelligible form. To make a request to Chocaccino for any personal information we may hold, you need to put the request in writing, either by letter or email, together with the £10 required fee to the address at the bottom of this notice. You will also be asked to prove your identity before any information is sent to you. If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting Chocaccino at the address at the bottom of this notice. Security We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. How to contact us: If you would like to know more about this Privacy Notice, including about how we look after your information, contact : Chocaccino, 58 Southside Street, The Barbican, Plymouth PL1 2LA Tel. 01752 256655 Email:contact@chocaccino.co.uk