



Customer Privacy Policy

Who we are

Anglia Culinary Suppliers Limited ('we' or 'us') gather and process your personal information in accordance with this privacy policy and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Anglia Culinary Suppliers Limited Registered office is at **Spar Road, Vulcan Road Industrial Estate, Norwich, NR6 6BY** and we are a company registered in England under company number **955910**. Our designated Data Protection Officer can be contacted at dpo@acsnorwich.com

The Information we collect

Anglia Culinary Suppliers Limited processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect is:

- Name
- Address
- Email Address
- Telephone Number

We collect information over the telephone, from personal meetings, received emails and from our online contact form.

How we use your personal data

Anglia Culinary Suppliers Limited takes privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for processing your personal data are detailed below:

- We collect your personal data in the performance of a contract or to provide a service and to ensure that orders are completed and can be sent out to your preferred address
- We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests

Your rights

You have the right to access any personal information that **Anglia Culinary Suppliers Limited** processes about you and to request information about:

- What personal data we hold about you
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request your personal data be erased or to restrict processing (where applicable) in accordance with the data protection laws; as well as to object to any direct marketing from us.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Who do we share your personal data with?

Nobody, we have no want or need to share your personal data.

Safeguarding measures

Anglia Culinary Suppliers Limited takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including, but not limited to:

- Restricted access
- IT authentication
- Firewalls
- Anti-virus/malware
- Passworded access to our Orders/Accounting system where all our data is held
- Our Head Office is secured, alarmed and monitored out of office hours

Consequences of not providing your data

You are not obligated to provide your personal information to **Anglia Culinary Suppliers Limited**., however, as this information is required for us to provide you with our services, deliver your products and for other Legitimate Interests, we will not be able to offer all of our services without it.

How long do we keep your data?

Anglia Culinary Suppliers Limited only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed at some point after that.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Making a complaint

Anglia Culinary Suppliers Limited only processes your personal information in compliance with this privacy policy and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the Information Commissioner's Office who are the supervisory authority.