

Privacy Policy



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Introduction

We take your privacy seriously and we respect your privacy and data protection rights. This document aims to give you information on how we collect and process your personal data through your use of our websites and services, including any data you may provide when you sign up to receive news, offers, promotions and updates, take part in a competition, complete a survey, provide feedback, make a purchase or become a member / user of our services.

Please take time to read this privacy notice in full, together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you, to ensure that you understand and are happy with how we collect and process your personal data.

Our principles of data collection and protection

- All data is processed fairly and lawfully
- Your data is held and processed for specified purposes only
- The data we hold is adequate, relevant and not excessive
- Your data is accurate and up to date
- We will not keep data longer than necessary
- Data is processed in accordance with your rights
- All data is processed and held securely
- Data is not transferred outside the countries of the European Economic Area without adequate protection.

The Information We Collect

In operating our websites, services and membership facilities we may collect and process the following data about you:

- Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data
- Information that you provide by filling in forms on our website, such as when you registered for information, sign up to services or make a purchase
- Information provided with your consent when you communicate with us for any reason
- Information you provide over the telephone
- Information when you sign up to receive our newsletters
- Information you provide when you join the Nationwide Caterers Association, which can include such information/documents as insurance details, risk assessments, property and security information
- We do not use automated decision making or profiling of any kind

The legal basis on which we collect your personal depends on the personal information concerned and the specific context in which we collect it. However, we will only use your personal information where we:

- Have your consent to do so;
- Need the personal data to perform a contract with you

Use Of Your Information

The information that we collect and store relating to you is used to enable us to fulfil our contractual obligations and provide services to you, or to provide the information you requested upon giving consent. If you have consented to receive such services, we may use your information for the following purposes:

- To carry out our obligations arising from any contracts entered into in regards to your membership or services we provide.
- To provide you with information requested from us, relating to our products or services.
- To provide you with news, legislation changes and other knowledge-based articles
- To notify you of expiring documents or other membership related services
- To provide information on other products which we feel may be of interest to you, where you have consented to receive such information. You can unsubscribe from all marketing communications from within your membership dashboard or at the bottom of the emails you receive.
- To notify you about any changes to our website, such as improvements or service/product changes, that may affect our service.
- If you are an existing customer, we may contact you with information about goods and services like those which were the subject of a previous sale to you.
- If you have become a member of NCASS we will display your business information online as an advertisement for your business and its services. You have the opportunity to disable this facility from your membership dashboard.
- Please be advised that we do not reveal information about identifiable individuals to our advertisers, but we may, on occasion, provide them with aggregate statistical information about our visitors, members and users.

Where we have given you (or where you have chosen) a password so that you can access certain parts of our site or services you are responsible for keeping this password confidential. We have no access to your password should you forget it, Password recovery systems are available using your registered email address.

Data Retention Period

We will retain your personal data for the duration of our activity, and for a period of 5 years thereafter (unless stated otherwise) for the purpose of dealing with any retrospective enquiries, subject to the exercising of any of your rights outlined below.

We regularly review our retention periods to ensure that we are not keeping your data for longer than necessary.

How We keep Your Personal Data Secure

We take the security of your personal data very seriously and have in place appropriate security measures at all times, including where we share your information with our suppliers and partners, to protect your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We have also put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data that is provided to us is stored on our secure servers. Details relating to any transactions entered on our site will be encrypted to ensure its protection and your safety.

Use of Cookies

We may on occasion gather information regarding your computer whilst you are on our website. This enables us to improve our services and to provide statistical information regarding the use of our website to our advertisers where appropriate. Such information will not identify you personally it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever. Similarly, to the above, we may gather information about your general internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. They help us to improve our website and the service that we provide to you. All computers can decline cookies. This can be done by activating the setting on your browser which enables you to decline the cookies. Please note that should you choose to decline cookies, you may be unable to access parts of our website.

Copyright

The Providers shall remain the sole and exclusive owner of all rights, title and interest in and to all specifically copyrighted information created and posted for inclusion in this system. Please send permission requests in writing to Trade Management Services Ltd., Lakeside Centre, 180 Lifford Lane, Kings Norton, Birmingham, B30

Sharing of Data / Third Party Data Processors

In order to perform certain obligations to you we share data with third parties (outlined below). Where data is shared with third parties we will ensure that we create and maintain appropriate safeguards with those organisations so that your personal information is subject to the same standards and protections as when we are processing your personal information ourselves.

Database hosts

The data we collect from you is stored on certified servers utilising Microsoft Azure.

Email broadcasting services

We use email broadcasting services to send emails to customers and newsletter subscribers. We ensure the services we use are compliant with all relevant data protection laws.

Mailing houses / Delivery services

We use mailing houses and couriers to delivery certain items. We only use certified organisations that ensure your data is safe. These organisations do not re-process or store your data once it has been used for primary purpose.

Our nominated Insurance Provider (NCASS Insurance)

Upon consent we will pass details on to our nominated insurance provider. Only relevant contact details are transferred, and we have safeguards in place to ensure that your data is kept safely and securely and that the third party are compliant with all relevant data protection laws.

SMS Broadcasting companies

To send messages to members. Messages will be sent to the primary number on your membership account (where applicable)

Enforcement / Organisers

Documents you upload to our systems can be shared with third parties such as Enforcement (Environmental Health Officers) and Event Organisers when appropriate. The third parties will contact you via your membership dashboard to request access to such files. This could be your proof of insurance, your gas certificate, your risk assessment, marketing materials and other business-related documents. Such documents are business related but may contain personal data. We will contact you when certain documents are set to expire but it is your responsibility to ensure your documentation is up to date. All documentation can be uploaded, edited and removed from your log in area.

The transmission of information via the internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk.

We may transfer data that we collect from you to locations outside of the European Economic Area for processing and storage. These locations adhere to our strict data security measures.

Your rights

You have the following rights about the use of your personal information:

- If the basis for processing is your consent, you may withdraw that consent at any time by contacting us. Please note that we may not be able to continue to provide you with our services in this case. Where appropriate you can withdraw consent from individual services from your membership dashboard. You can withdraw consent to marketing emails at the bottom of each email you receive. In order to fulfil our obligations to you we'll need to contact you from time to time about your membership, legal issues, document issues and other subjects specific to your relationship with us and our services. Such emails are essential and form part of our contractual agreement.
- If your personal information is incorrect, you may request that errors or incomplete entries be rectified
- In certain circumstances, you may have the right to be forgotten and your data erased. Please contact if you wish to exercise this right (0121 603 2524).
- Whilst any request is being investigated, you have the right to restrict processing, so that your information will simply be stored.
- You can request the return or transfer of any personal data you have given to us in a portable electronic format
- You can object to the processing of your information for market research at any time, or when you do not accept the legality of the processing
- You can object to the automated decision making and profiling of your personal information without human intervention, unless you have given express consent to such automated processing, or it is specified in a contract which you have signed.

To exercise any of these rights, please contact us via by emailing us at data@ncass.org.uk or in writing at Nationwide Caterers Association, Lakeside, 180 Lifford Lane, Kings Norton, Birmingham, B30 3NU.

You have the right to complain to the Information Commissioners Office by:

- Helpline. Call them on 0303 123 1113, Monday to Friday between 9am and 5pm.
- Live chat. Have an online conversation with someone at the ICO at <https://ico.org.uk/global/contact-us/live-chat/>.
- Email. Use the form at <https://ico.org.uk/global/contact-us/email/>