

**LONDON OFFICE**  
UNIT 2, ENFIELD DISTRIBUTION  
PARK, EAST DUCK LEES LANE,  
PONDER'S END, ENFIELD  
EN3 7SR, UK

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**SWINDON & REGISTERED OFFICE**  
UNIT F, CHELWORTH IND. EST.  
CRICKLADE,  
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SN6 6HE, UK

TEL: +44 1793 752233  
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## COOK'S DELIGHTS LIMITED

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### **Privacy notice for Customer at Cook's Delights**

Cook's Delights Limited ("Cook's Delights") ("we") is committed to safeguarding your privacy and we are updating our Customer Privacy Notice to reflect changes we've made to strengthen your rights. This is part of our ongoing commitment to be transparent about how we use your data and keep it safe. We have included changes to address the new standards introduced by the European data protection law known as the General Data Protection Regulation (GDPR) and for the Data Protection Act 2018 (DPA18).

We respect the privacy of all individuals with whom we deal and/or whose data is provided to us in the course of our business. Keeping your data safe and increasing transparency are important to us, and we're committed to these changes.

Cook's Delights takes the protection of your privacy very seriously. We will only use your personal information to deliver the products and services you have requested from us, and to meet our legal responsibilities.

This privacy notice aims to give you information on how we collect and process your personal data in our dealings with you, including in providing goods and services to you.

#### **How do we collect information from you?**

We obtain information about you when you engage us to deliver our products and/or services, request open an account, and/or when you use our website, for example, when you contact us about our products and/or services and when you call us. CCTV footage will be collected when you visit to our sites.

Third parties and publicly available sources. We may receive personal data about you from various third parties and public sources.

- Credit reference agencies and fraud prevention organisations such as Experian. When you or your business in which you are a partner or a director applies to become a customer, we will or may make searches about you with credit reference agencies and fraud prevention organisations ("CRAs"). The relevant agencies/organisations will provide information about you, such as your financial history, will keep a record of that search, and will share information from their records with us and with other business assessing applications for credit and to prevent fraud. We will record information as to your/your business' trading history with us on any ongoing basis, and share this information with CRAs, including your settled accounts any payments not fully made on time. CRAs will share this information with other organisations. Should it become necessary to review an account, a further check with CRAs may be made, and a record kept by them of the search. The identities of the CRAs, and the ways in which they use and share personal information, are explained in more detail at <http://www.experian.co.uk/crain/index.html>.
- Debt collection and debtor tracing organisations, where your/your business' debts are unpaid, we may share your personal information with relevant debt collection and/or debtor tracing agencies.
- Technical Data from analytics providers such as Google based outside the EU
- Contact, Financial and Transaction Data from providers of technical, payment and delivery services inside OR outside the EU.
- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

#### **What type of information do we collect from you?**

The personal information we collect from you will vary depending on which products and/or services you engage us to deliver. The personal information we collect might include your name, address, telephone number, email address, date of birth, bank account details, your IP address, which pages you may have visited on our website and when you accessed them and call

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recording. Third party trade references and bank references upon your submission for opening an account with us. Monitoring Data includes footage captured on CCTV at our sites, and recording of telephone calls with us.

Special Category Data and Criminal Data. We may also collect, store and use the following "special categories" of more sensitive personal data, namely health and medical information, where necessary, to process insurance claims and for regulatory or legal investigations.

We may also obtain information about criminal convictions and offences (e.g. obtained in the course of credit-referencing or fraud prevention checks).

We may also obtain information about County Court or High Court judgments, though these are not considered "special category" data.

### **If you fail to provide personal data**

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a contract you have with us but we will notify you if this is the case at the time.

### **How/Why is your information used?**

In general terms, and depending on which products and/or services you engage us to deliver, as part of providing our agreed services we may use your information to:

- Contact you by post, email or telephone
- Where we need it to perform a contract with you, or to take steps at your request prior to entering into a contract.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- Post or email, sales invoices, credit notes and statements to customer
- Verify your identity where this is required
- Understand your needs and how they may be met
- Maintain our records in accordance with applicable legal and regulatory obligations
- Process financial transactions such as sales invoices and credit notes
- Prevent and detect crime, fraud or corruption
- Open an account, setting a credit limit for account
- Obtaining for trade and bank reference for opening an account
- Identify you and manage any accounts you hold with us
- carry out customer profiling and analyses your purchasing preferences
- improve our services
- Process your order for our products and/or services and any changes to our services that might affect you.
- credit control
- for audit and debit collection
- for statistical analysis
- We may share your information with credit reference agencies and other companies for use in credit, decisions, for fraud prevention and pursue debtors.
- internal marketing and company promotion
- deliver our products and/or services to customers or requested destination (You must consent your customer that Cook's Delights will be using their personal data in order to fulfil your delivering services)
- Monitoring and recording communications. We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, and fraud prevention. We are required by legislation, other regulatory requirements and our insurers to retain your data where we have ceased to act for you. The period of retention required varies with the applicable legislation but is typically five or six years. To ensure compliance

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with all such requirements it is the policy of the firm to retain all data for a period of 6 years from the end of the period concerned.

- We may share your information with, and obtain information about you from, credit reference agencies and fraud prevention agencies, if you apply to us for insurance we will pass your details to the insurer. Information provided by you may be put onto a register of claims and shared with other insurers to prevent claims
- We might monitor and/or record CCTV to ensure security and prevent fraud of both you and our staff.
- "Special category" data
- Where it is necessary for reasons of substantial public interest, such as the prevention of fraud.
- Where it is necessary for the establishment, exercise or defence of legal claims.
- Where it is necessary to protect your or another individual's vital interests.
- Generally we do not rely on consent as a legal basis for processing your personal data. Where we do so, we will clearly request, obtain and evidence your consent.
- You have the right to withdraw consent at any time by contacting us.
  
- We rely on the following legal bases, under data protection law, to process our personal information:
- Because the processing is necessary to perform a contract with you, or take steps prior to entering into a contract with you (e.g. where you have made a purchase with us, we use your personal data to process necessary steps to fulfil your order).
- Because it is in the legitimate interests of Cook's Delights and your company, where you are submitting orders on your company's behalf.

### Who has access/ might be shared to your information?

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.
- Your information will be shared internally as well as contractor if access to the data is necessary for performance of their roles.
- Any staff with access to your information have a duty of confidentiality under the ethical standards that this firm is required to follow.
- In limited and necessary circumstances, your information may be transferred outside of the European Economic Area (EEA) or international organisation to comply with our legal or contractual requirements.
- **We may disclose your personal data to:**
- External third parties, including business partners, suppliers and sub-contractors for performance of any contract we enter into them or you;
- our agents and service providers;
- law enforcement agencies in connection with any investigation to help prevent unlawful activity

### Third Party Service Providers working on our behalf

- We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf, for example to process payroll, basic bookkeeping or to delivery our product on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own purposes.
- Please be assured that we will not release your information to third parties unless you have requested that we do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention and detection of crime, fraud or corruption.
- When engages third parties to process personal data on our behalf, third parties are under of confidentiality and are obliged to implement appropriate technical and company measures to ensure the security of data.

### How you can access and update your information

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Keeping your information up to date and accurate is important to us. We commit to regularly review and correct where necessary, the information that we hold about you. If any of your information changes, please email or write to us, or call us using the 'Contact information' noted below.

Email Us: [account.dept@cooksdelights.com](mailto:account.dept@cooksdelights.com)

Post To: Unit 2, Enfield Distribution Park, East Duck Lees Lane, Ponders End, Enfield EN3 7SR

You have the right to ask for a copy of the information Cook's Delights Ltd holds about you.

### Security precautions in place to protect the loss, misuse or alteration of your information

- Whilst we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.
- Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given, or where you have chosen, a password which enables you to access information, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.
- Your data will be processed in our offices in the UK. We take the security of your data seriously and so all our systems have appropriate security in place that complies with all applicable legislative and regulatory requirements.
- We have safeguards in place to secure your personal data such as use of locked cupboards, access control security area. Our computer system is protected from unauthorised access by external parties using malware and virus using adequate software and hardware such as antivirus and malware protection software and firewall.

### Your choices

- We may occasionally contact you by [post / email / telephone] with details of any changes in legal and regulatory requirements or other developments that may be relevant to your affairs and, where applicable, how we may assist you further. If you do not wish to receive such information from us, please let us know by contacting us as indicated under 'Contact information' below.
- Cook's Delights would like to send you offer promotional/special offers, product introductory from time to time and would like to seek for your consent by tick

### Your rights

- **Access to your information:** You have the right to request a copy of the personal information about you that we hold.
- **Correcting your information:** We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information:** You have the right to ask us to delete personal information about you where:
  - you consider that we no longer require the information for the purposes for which it was obtained
  - you have validly objected to our use of your personal information - see 'Objecting to how we may use your information' below
- Our use of your personal information is contrary to law or our other legal obligations [we are using your information with your consent and you have withdrawn your consent - see 'withdrawing consent to use your information' below].
- **Restricting how we may use your information:** In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where there is no longer a basis for using your personal information but you do not want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.
- **Objecting to how we may use your information:** Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue. [*You have the right at any time to require us to stop using your personal information for direct marketing purposes.*]
- **Withdrawing consent to use your information:** Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

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- Please contact us in any of the ways set out in 'Contact information' below if you wish to exercise any of these rights.
- The information and any actions of the above associated with data subjects' rights is free of charge and in certain scenarios – when requests from data subject are clearly unfounded or excessive (specifically, when they have a repetitive character) – There may charge a reasonable fee or we might even refuse to act on the request.
- This information and any actions associated with data subjects' rights is free of charge. However, when requests are clearly unfounded or excessive – As controller we reserved our right that we may charge a reasonable fee or even refuse to act on the request.

### Changes to our privacy notice

- We keep this privacy notice under regular review and will place any updates on [www.cooksdelights.com/customer\\_privacy.pdf](http://www.cooksdelights.com/customer_privacy.pdf) in order to reflect changes in the law, regulatory guidance or our data privacy practices in compliance with the law. Paper copies of the privacy notice may also be obtained from our account department upon requested.
- This privacy notice was last updated on 21/05/2018

### Contact information

- [account.dept@cooksdelights.com](mailto:account.dept@cooksdelights.com) Account department

### Complaints

We seek to resolve directly all complaints about how we handle your personal information but you also have the right to lodge a complaint with the Information Commissioner's Office at

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>

If you need any further information please write to us at

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