

First Press Retail Limited GDPR and privacy policy

Event catering services

WHAT WE DO WITH YOUR PERSONAL INFORMATION AND HOW IT IS STORED.

1. INTRODUCTION

1.1 At First Press Hospitality (also referred to as 'We', 'Our' or 'Us') we take our responsibilities in storing and protecting your data very seriously. We are committed to both the protection and respect of your privacy.

We strive to keep any information we hold about you safe and secure.

We also aim to ensure any communication with you and use of the data we hold is also secure.

We follow procedures about how your data is stored and used and access to this data is limited.

The data we store is not accessible by unauthorised persons or machines.

1.2 Our Privacy Policy, and other policies referred to here sets out the way in which we process and use any personal information collected from:

1. Visitors to our website firstpresshospitality.com
2. Data collected if you call us on the telephone

This policy sets out to explain how we operate to protect your data and privacy.

2. IDENTITY AND CONTACT DETAILS

2.1 We are legally obliged to protect personal information that we collect under the Data Protection Act 1998, (the "DPA") and the General Data Protection Regulation (EU) 2016/679, (the "GDPR").

2.2 Under the DPA and GDPR, we are considered the 'data controller' and our address is:

First Press Hospitality Limited
Barton Gate
Bath Road
Marlborough
SN8 1NN

2.3 Should you have any questions or complaints about our Privacy Policy, website, emails or other methods of communicating with you, please post them, in writing, to the address above (2.2) or via email to GDPR@firstpressrecruitment.com or by calling us directly on 07468 469714.

3. PERSONAL INFORMATION COLLECTED FROM YOU

3.1 We collect and use various types of personal data about visitors to our website including:

1. Data submitted via forms on our website which may include your name, email address, telephone number, messages and any files you may elect to upload.
2. We collect technical information about your visit to our site, this is outlined in our Cookie Policy.

4. BASES FOR PROCESSING YOUR DATA

4.1 We use (process) your personal information in a range of ways including:

1. Your consent. If you have provided us with consent to send you marketing materials, we will send you information that we believe will be of genuine interest to you.

2. Legitimate interest. We may also use your personal data to send you information about our products and services that may be of interest to you. This does not affect your rights in any way and your consent can be removed at any time to the contact details provided in section 2.3
3. To provide you with a quotation or proposal. If you have requested such materials from us, we will contact you via email, telephone and/or post
4. To fulfil a contract with you. If we are under contract (written, verbal or otherwise) with you, we may need to send you messages or information in order to fulfil this contract
5. Legal obligation. We may be required under law to provide data to relevant UK Authorities.

5. SENSITIVE PERSONAL INFORMATION

5.1 We do not knowingly collect any sensitive personal information.

6. HOW WE USE PERSONAL INFORMATION

6.1 We use your personal information to send you information that you have requested, via our website, telephone or other means. We may also use your information to provide you with an improved experience when visiting our website. We may also use your information to facilitate entering into a contract with you.

6.2 We collect, store and use personal information about visitors to our website for the following:

1. Responding to inquiries submitted via forms on the website
2. Delivering products or services that you request us to provide and for the purposes of fulfilling contracts
3. Sending you any marketing materials (other than those of legitimate interest) that you have consented to receiving
4. Sending you important information about changes to products or services
5. Upholding your right for data removal

7. SHARING YOUR INFORMATION

We do not knowingly share personal data with third parties, however, we may share anonymised, non-personal data third parties that are GDPR compliant (such as Google Analytics). No shared information is used for marketing purposes.

8. WHERE WE TRANSFER AND STORE PERSONAL INFORMATION

8.1 The personal information that we collect and store is held securely and is stored in a range of destinations.

9. RETENTION OF PERSONAL INFORMATION

9.1 We will store your personal information for a limited time that relates specifically to the nature of the information you supply to us. In general this amount of time is for as long as is necessary to fulfil any contractual obligations.

10. YOUR RIGHTS IN YOUR PERSONAL INFORMATION

10.1 You have rights in regard to the information we hold about you (personal information). These rights are set out below.

10.2 We process all data inline with your rights and in each case, to the extent required by any applicable laws. We respect your personal information rights in respect of:

1. Access. If you request us to, we will provide you with information about if we are / are not processing your data. If we hold personal data about you, we will make available to you the information we hold and to which you are entitled.
2. Correction. If any of the data we hold is incorrect, inaccurate or incomplete we will correct said information.
3. Prevention of processing that is likely to cause damage or distress. We will respect your rights under the GDPR to not process your data in any way that may cause you or any third party unwarranted damage or distress.
4. Remove of data. We will erase any personal information we hold about you upon request.
5. Restrictions. If you ask us to, we will only process your personal data if certain criteria are met.
6. Provision. We will provide you (or authorised third-parties) a copy of any personal information we hold about you that you have provided to us electronically.
7. Objections. We will respect your rights in regard to processing your data for marketing purposes. We will attempt to inform you in advance if we plan to use your data for marketing our goods or services to you. We will not share your data knowingly with third-parties for marketing purposes.

12. CHANGES TO OUR PRIVACY POLICY

12.1 We reserve the right to modify and update this privacy policy at any time. Changes to this policy will be posted on our website here www.firstpresshospitality.com.

We reserve the right to modify this Privacy Policy from time to time. Any changes we make in the future will be posted on the website: **www.firstpresshospitality.com**. You should check back frequently to see any updates or changes to our Privacy Policy.

13. MAKING A COMPLAINT

13.1 If you have a complaint about our privacy policy and feel that it has not been resolved by speaking to us directly, you can contact the UK Information Commissioner via telephone on 0303 123 1113 or by visiting their website <https://ico.org.uk>.