

## **The Larder – Customer Privacy Notice**

At the Larder, we are committed to maintaining the trust and confidence of you as our customers and respecting your privacy rights. This privacy notice applies whether you visit our cafes, use your mobile device or visit our website. We want you to know that the Larder is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this privacy notice, we have provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure. Please note that this notice is in line with the requirements of the General Data Protection Regulations.

The Larder, 39 High Street, Wanstead, London E11 2AA is the **Data Controller**.

### **What information does the Larder collect?**

The organisation collects a range of information about you. This includes:

- We keep information you give us directly such as your name and contact details, including email address and telephone number;
- We use CCTV in our cafes for the prevention and detection of crime and for safety and security reasons;
- If there is an incident in one of cafes we may need to log information about it;
- As part of the registration process for our newsletter, we collect personal information such as your email address.

The organisation collects this information only by you completing the contact section of the Larder's website and/or by your consent when signing up to the newsletter and/or visiting our cafes.

### **Why does the Larder process personal data and the legal basis for doing so:**

We can use your data only if we have a proper reason to do so such as:

- To fulfil a contract, we have with you;
- When it is in our legitimate interests;
- When you consent to it; or
- To comply with the law

The Larder needs to process data for the following purposes and the legal basis for doing so:

- Providing feedback (legitimate interest);
- Dealing with queries (legitimate interest);
- Managing the booking and private hire process (fulfil a contract);
- Safety and security purposes (comply with the law);
- Administration of the newsletter (consent).

You can unsubscribe to general mailing at any time of the day or night by emailing [hr@worldslarder.co.uk](mailto:hr@worldslarder.co.uk).

### **Who has access to your data?**

Your information will be shared internally for the purposes of responding to enquires, dealing with bookings and the administration of the newsletter.

The organisation will not share your data with third parties apart from in exceptional circumstances where your personal data may be shared with government authorities and or law enforcement officials for the prevention or detection of crime if required by law.

The organisation will not transfer your data outside the European Economic Area.

### **Website Cookies**

The Larder's website uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser.

### **How does the Larder protect your data?**

The organisation takes the security of your data seriously and takes all reasonable steps to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. The information on the computer-based systems are protected by passwords and appropriate security measures. The hard copies of any data are kept securely in the Larder's office.

### **For how long does the Larder keep data?**

We will not retain your data for longer than necessary for the purposes set out in this notice such as to fulfil a contract or as an active user in the case of the newsletter.

We may keep your data for longer if we cannot delete it for legal, regulatory or technical reasons.

### **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;

- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing;
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data; and
- In certain instances, request that your personal data be deleted or rectified.

If you would like to exercise any of these rights, please contact the HR Manager by emailing [hr@worldslarder.co.uk](mailto:hr@worldslarder.co.uk).

When you give consent for us to process your data then you can withdraw that consent at any time by emailing [hr@worldslarder.co.uk](mailto:hr@worldslarder.co.uk).

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

### **Further information**

The Larder has appointed the HR Manager as the person with responsibility for data protection compliance within the organisation. They can be contacted at [hr@worldslarder.co.uk](mailto:hr@worldslarder.co.uk). Questions about this privacy notice, or requests for further information, should be directed to them in the first instance.