

# Privacy Notice

## PRIVACY NOTICE for New Leaf Catering Partnership Ltd.

New Leaf Catering Partnership Ltd is committed to protecting your privacy. This Privacy Notice explains what information we collect about you, how we may use it, and the steps we take to ensure that it is kept secure. We also explain your rights and how to contact us. New Leaf Catering Partnership Ltd will only use the information that we collect about you lawfully in accordance with such legislation as the General Data Protection Regulation.

### **What information we collect:**

We receive, collect and store any information you provide us with on the phone, in person, by email or enter on our website. In some cases it is necessary for us to ask for identifiable information, this may include your name, address, phone number and email address. More specific information may also be requested, including your credit or debit card details. We will limit the collection and processing of information to information necessary to achieve one or more legitimate purposes as identified in this notice.

### **Why we collect your information:**

Any data we collect from you is for the legitimate purpose of business communication and for the processing and confirming of any bookings, invoices and the management of your account. We may also send you information relating to upcoming events, promotions or services we think you may be interested in. This usually happens only twice a year. As part of your rights you are able to object to us contacting you with marketing information by unsubscribing from our communications.

We will hold and transmit your information in a safe, confidential and secure environment and we will never sell or pass on customer information to other companies unless required to by law.

### **How long do we keep it:**

We will generally keep your personal data for a minimum of 6 years, after which time it will be destroyed if it is no longer required for the lawful purpose(s) for which it was obtained.

### **What we would like to do with it:**

We would like to send you information about our events and promotions, booking confirmations or invoices. Credit or debit card details provided will be destroyed immediately and safely after payment has been processed.

We process payments using third party companies who have all assured us they comply with the relevant local data protection legislation.

**How to unsubscribe, delete or retrieve the information we hold about you:**

We may process your information where it is in our legitimate interests to do so and without prejudicing your interests or fundamental rights and freedoms.

If at any point you wish to see the information we hold about you, if you wish to stop receiving our marketing or wish for us to delete your information then there are a number of ways to contact us:

By telephone: 01629 540363

By email: [carsington@newleafcatering.co.uk](mailto:carsington@newleafcatering.co.uk)

By post: New Leaf Catering Partnership Ltd., Carsington Water Visitor Centre, Ashbourne, Derbyshire, DE6 1ST

If you are not satisfied that we have upheld your Data Protection Rights, we ask you to contact us immediately.

If you are not satisfied with the response we have given you, or believe we are not processing your data in accordance with the law you have the right to lodge a complaint with the Information Commissioner's Office (ICO). Their details are supplied below:

Address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone Number: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

*We may update our Privacy Notice from time to time. When we do we will publish the updated Privacy Notice on our website ([visitcarsington.co.uk](http://visitcarsington.co.uk)). We would encourage you to visit our website regularly to stay informed of the purposes for which we process your information and your rights to control how we process it.*

*This document was updated: May 2018*