



## **Caterlink Meal Payment System Privacy Policy**

This website is operated by **Caterlink** (company number: **373229**) ("we" or "us") and this policy relates to your use of our website.

We are a "data controller" for the purposes of the Data Protection Act 1998 and the EU General Data Protection Regulation 2016/679. This means that we are responsible for, and control the processing of, the personal data that we collect about you.

**Caterlink** is committed to protecting and respecting your privacy. We take your privacy very seriously and we ask that you read this Policy carefully as it contains important information on:

- (a) the personal data we collect about you;
- (b) how we process your personal data; and
- (c) with whom your personal data might be shared.

### **PERSONAL DATA WHICH WE COLLECT**

#### Personal data provided by you

We collect personal data about you when you:

- (a) register with us on our website;
- (b) purchase or make payments for any of our products or services;
- (c) contact us through our website;

The personal data collected in the above manner may include your:

- (a) full name;
- (b) postal address;
- (c) email address;
- (d) telephone number;
- (e) payment details;
- (f) full name of child;
- (g) name of school;
- (h) student ID/UPN;

#### Personal data provided by 3rd parties

We receive information about you from other sources (such as the child's school), which we will add to the information we already hold about you in order to help us provide our products and services in accordance with your requirements and to improve and personalise our service to you.

#### 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, fraud prevention and compliance activities.



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### HOW WE USE YOUR PERSONAL DATA

#### Overview

We collect information about you so that we can:

- (a) identify you and manage any accounts you hold with us;
- (b) process your order;
- (c) customise our website and its content to your particular preferences;
- (d) notify you of any changes to our website or to our services that may affect you;
- (e) improve our services; and
- (f) notify you of insufficient balances or when you are running low on credit.

### WHEN WE MIGHT SHARE YOUR PERSONAL DATA WITH 3RD PARTIES

For the purposes of delivering our goods and/or services, we may disclose your personal data to:

- (a) other companies within our group;
- (b) our agents and service providers;
- (c) our business partners;

### CONSENT

In those cases where we need your consent to hold and process your personal data, we will ask you to check a box on any form requiring consent. By checking these boxes, you are stating that you have been informed as to why we are collecting the information, how it will be used, for how long it will be kept, who else will have access to it and what your rights are as a data subject (all of which is set out in this policy).

### HOW WE KEEP YOUR PERSONAL DATA SECURE

To protect your information, we have policies and procedures in place to make sure that only authorised personnel can access the information, that information is handled and stored in a secure and sensible manner, and that all systems that can access the information have the necessary security measures in place. To accomplish this, all employees, contractors and sub-contractors have roles and responsibilities defined in those policies and procedures.

To make sure all employees, contractors and sub-contractors understand these responsibilities they are provided the necessary training and resources they need.

In addition to these operational measures we also use a range of technologies and security systems to reinforce the policies, including ensuring that:

- (a) access to your account is controlled by a password and user name that are unique to you;



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- (b) we store your personal data on secure servers;
- (c) payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology); and

To make sure that these measures are suitable vulnerability tests are run regularly. Audits to identify areas of weakness and non-compliance are routinely scheduled. Additionally, all areas of the organisation are constantly monitored and measured to identify problems and issues before they arise.

### **HOW LONG DO WE KEEP YOUR PERSONAL DATA**

We shall retain your information for as long as the pupil remains at the school, unless we are required by law to retain your personal data for a longer period.

### **YOUR RIGHTS**

In order to process any of the requests listed below, we may need to verify your identity for your security. In such cases your response will be necessary for you to exercise this right.

#### The right to access information we hold on you

At any point you can contact us to request the information we hold on you as well as why we have that information, who has access to the information and where we got the information. Once we have received your request we will respond within 30 days.

#### The right to correct and update the information we hold on you

If the data we hold on you is out of data, incomplete or incorrect, you can inform us and we will ensure that it is updated.

#### The right to have your information erased

If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you the reason why it cannot be deleted.

#### The right to object to processing of your data

You have the right to request that we stop processing your data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your data to comply with your other rights.

#### The right to ask us to stop contacting you with direct marketing

You have the right to request that we stop contacting you with direct marketing. In order to process your request we may need to verify your identity for your security.

#### The right to data portability

You have the right to request that we transfer your data to another controller. Once we have received your request, we will comply where it is feasible to do so.



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### COOKIES AND TRACKING

#### Use of cookies

A cookie is a small text file which is placed onto your computer (or other electronic device) when you access our website. We use cookies on this website to:

- (a) recognise you whenever you visit this website (this speeds up your access to the website as you do not have to log in each time);
- (b) obtain information about your preferences, online movements and use of the internet;
- (c) carry out research and statistical analysis to help improve our content, products and services and to help us better understand our customer requirements and interests;
- (d) target our marketing and advertising campaigns more effectively by providing interest-based advertisements that are personalised to your interests; and
- (e) make your online experience more efficient and enjoyable.

In most cases we will need your consent in order to use cookies on this website. The exception is where the cookie is essential in order for us to provide you with a product or service you have requested.

#### Consent to cookies

If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies and other similar technologies as described in this Policy. If you change your mind in the future about letting us use cookies, you can modify the settings of your browser to reject cookies or disable cookies completely.

#### Description of cookies

The table below provides some information on the cookies which we use on our website:

Cookie Name	What it does	Why is it used	How long it lasts
utma Cookie	This cookie keeps track of the number of times a visitor has been to the site pertaining to the cookie, when their first visit was, and when their last visit occurred.	Google Analytics uses the information from this cookie to calculate things like Days and Visits to purchase.	Expires 2038
utmb and utmc Cookies	The B and C cookies work together to calculate how long a visit takes. utmb takes a timestamp of the exact moment in time when a visitor enters a site while utmc takes a timestamp of the exact moment in time when a visitor leaves a site. utmb expires at the end of the session. utmc waits 30 minutes, and then it expires. utmc has no way of knowing when a user closes their browser or leaves a website, so it waits 30 minutes for	Google Analytics	30 minutes

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	another pageview to happen, and if it doesn't, it expires.		
utmz Cookie	Keeps track of where the visitor came from, what search engine you used, what link you clicked on, what keyword you used, and where they were in the world when you accessed a website.	This cookie is how Google Analytics knows to whom and to what source / medium / keyword to assign the credit for a Goal Conversion or an Ecommerce Transaction. utmz also lets you edit its length with a simple customization to the Google Analytics Tracking code.	6 months.

Turning off cookies

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to the Information Commissioner's webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies/>.

**CONTACTING US**

If you have any queries about this Policy, need further information or wish to lodge a complaint you can use the details below to contact us.

- phone us on: 0118 935 6700
- email us at: [meals@caterlinkltd.co.uk](mailto:meals@caterlinkltd.co.uk)
- write to us at: TVP 2, 300 Thames Valley Park Drive, Reading, RG6 1PT
- contact us using our "Contact us" page on the website: [www.caterlinkltd.co.uk](http://www.caterlinkltd.co.uk)

**DATA PROTECTION OFFICER**

- Address: TVP 2, 300 Thames Valley Park Drive, Reading, RG6 1PT
- Email: [meals@caterlinkltd.co.uk](mailto:meals@caterlinkltd.co.uk)

**CHANGES TO THIS POLICY**

We may change this Policy from time to time. You should check this Policy occasionally to ensure that you are aware of the most recent version that will apply each time you access the website.

Where we have made any changes to this Policy which affects the manner in which we use your personal data, we will contact you by email to inform you of this change.