



POLICY DOCUMENT

Title:	Privacy Policy
Date:	May 2018
Scope:	All Employees
Introduction:	<p>We understand that privacy and the security of your personal information is extremely important. Because of that, this Policy sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.</p> <p>This Policy applies to you if you use our services (our “Services”). This Policy gives effect to our commitment to protect your personal information and has been adopted by Can Cook.</p>
Who We Are:	<p>When we say ‘we’ or ‘us’ in this Policy, we’re generally referring to the separate and distinct legal entities that make up Can Cook (although it does depend on the context). It also includes any other businesses we add to this group in the future.</p>



<p>Information We Hold:</p>	<ul style="list-style-type: none">• Information that you provide to us such as your name, address, date of birth, telephone number, email address, bank account and payment card details and any feedback you give to us, including by phone, email or post.• Information about the Services that we provide to you (including for example, the things we have provided to you, when and where, what you paid, the way you use our products and Services, and so on).• When reviewing your application for products and Services offered by Can Cook, we will take into account other information about you such as your employment details, financial position, information taken from identification documents such as your passport or driving licence, your insurance, criminal and medical history, and details about additional insured parties.• Your account login details, including your user name and chosen password.• Information about any device you have used to access our Services (such as your device's make and model, browser or IP address) and also how you use our Services.• Your contact details and details of the emails and other electronic communications you receive from us, including whether that communication has been opened and if you have clicked on any links within that communication. We want to make sure that our communications are useful for you, so if you don't open them or don't click on any links in them, we know we need to improve our Services.• Information from other sources that provide customer information (like credit reference agencies, fraud prevention agencies, claims databases marketing and research companies) social media providers and the DVLA as well as information that is publicly available.
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<p>How we use the Information:</p>	<p>The information we collect may be used to:</p> <ul style="list-style-type: none"> • Make available our Services to you. • Process your orders. • Take payment from you or give you a refund. • Help us ensure that our customers are genuine and to prevent fraud. • Conduct market research, either ourselves or with reputable agencies. • For statistical analysis. • Help us understand more about you as a customer, the products and services you consume. • Find ways to improve our Services. • Contact you about services from us and other companies. • Provide for the safety and security of our colleagues and customers. • Help answer your questions and solve any issues you have.
<p>Sharing Information:</p>	<p><i>Other organisations and individuals:</i> We may transfer your personal information to other organisations in certain scenarios. For example:</p> <ul style="list-style-type: none"> • If we are discussing selling or transferring part or all of a business, we may share information about you to prospective purchasers - but only so they can evaluate that business. • If we are reorganised or sold to another organisation, we may transfer information we hold about you to them, so they can continue to provide the Services to you. • If required to by law, under any code of practice by which we are bound, or we are asked to do so by a public or regulatory authority such as the Police or the Department for Work and Pensions. • If we need to do so in order to exercise or protect our legal rights, users, systems and Services. • In response to requests from individuals (or their representatives) seeking to protect their legal rights or the rights of others.
<p>Your Rights:</p>	<p><i>Access and correction of your personal information</i> You have the right to access the personal information that we hold about you in many circumstances. This is sometimes called a 'Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge.</p> <p>Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.</p> <p>If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.</p> <p>If you would like to exercise these rights, please contact us as set out below.</p> <p><i>Right to stop or limit our processing of your data</i> You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.</p> <p>If you would like to exercise this right, please contact us as set out below.</p>



Keeping Information:	We will retain a record of your personal information. This is done in order to provide you with a high quality and consistent service across our Company. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary.		
Links to other Websites:	We sometimes provide you with links to other websites, but these websites are not under our control. Therefore, we will not be liable to you for any issues arising in connection with their use of your information, the website content or the services offered to you by these websites. We advise you to consult the Privacy Policy and terms and conditions on each website to see how each supplier may process your information.		
Sharing your Thoughts:	When using our website, you may be able to share information through social networks like Twitter. For example, when you 'like', 'share' or review our Services. When doing this your personal information may be visible to the providers of those social networks, their other users and/or the Company. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts so you are comfortable with how your information is used and shared on them.		
Security:	We take security measures to protect your information including: <ul style="list-style-type: none"> • Limiting access to our buildings to those that we believe are entitled to be there (by use of passes, key card access and other related technologies). • Implementing access controls to our information technology, such as firewalls, ID verification and logical segmentation and/ or physical separation of our systems and information. • Never asking you for your passwords. • Advising you never to enter your account number or password into an email or after following a link from an email. 		
Contact Us:	If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this Policy, the way your personal information is processed, please contact us by one of the following means: Can Cook, Unit 20, The Natchworks, Speke Road, Liverpool, L19 2RF.		
Status of Policy:	The Company reserves the right to depart from this Policy where circumstances demand it and to review and vary this Policy from time to time.		
Signed	David Cooper Operations Manager	Dated:	May 2018