



Eden Caterers Privacy Policy

Eden Caterers Ltd is a company registered in England and Wales, registered with the ICO **ZB854887**.

OVERVIEW

At Eden Caterers, we are committed to maintaining the trust and confidence of our visitors to our website. We want you to know that Eden Caterers is not in the business of selling, renting, or trading email lists with other companies and businesses for marketing purposes.

This Privacy Policy provides 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;
- How we keep it secure; and
- Your legal rights relating to your personal data.

This policy applies whether you visit our website or contact us via phone or email.

HOW WE USE YOUR DATA

General

Eden Caterers uses your personal data to:

- Provide goods and services to you;
- Verify your identity;
- Prevent and detect crime or fraud;
- With your consent, contact you electronically about promotional offers, products, and services that may interest you;
- Conduct market research to better understand your needs;
- Manage customer service interactions with you; and
- Comply with our legal obligations or exercise our legal rights (e.g., in court cases).

Automated Decision-Making

Eden Caterers does not currently use automated decision-making or profiling. If this changes, we will update this policy and notify you of your rights regarding such processing.

PROMOTIONAL COMMUNICATIONS

Eden Caterers uses your personal data for electronic marketing purposes with your consent. We aim to update you about products and services relevant to you as an individual.

You have the right to opt out of receiving promotional communications at any time by:

1. Clicking the “unsubscribe” link in our emails;
2. Contacting Eden Caterers via the contact channels outlined in this policy.

SHARING DATA WITH THIRD PARTIES

Eden Caterers will not disclose your personal data to any third party, except as outlined below. We will never sell or rent customer data to other organisations for marketing purposes.

We may share your data with:

- Governmental bodies, regulators, law enforcement agencies, courts/tribunals, and insurers where required to;
- Comply with legal obligations;
- Exercise legal rights (e.g., in court cases);
- Prevent, detect, or investigate crime or prosecute offenders; and
- Protect our employees and customers.

Third-Party Data Processors

Eden Caterers may work with third-party service providers (e.g., hosting platforms, marketing software providers) to process your data. These processors are carefully vetted to ensure compliance with data protection laws. If data is transferred outside the UK or EEA, we will use the UK International Data Transfer Agreement (IDTA) or other appropriate safeguards.

INTERNATIONAL TRANSFERS

To deliver products and services, it may be necessary to transfer your data outside the UK or EEA. Such transfers are compliant with data protection laws, typically using:

- Standard contractual clauses approved by the European Commission;
- UK International Data Transfer Agreements (IDTA);

- Adequacy decisions for countries deemed to provide adequate data protection.

DATA RETENTION

We will not retain your data longer than necessary. Different retention periods apply depending on the type of data:

- Marketing data: Retained for 3 years unless you withdraw consent.
- Transactional data: Retained for 6 years to comply with legal obligations.
- Other customer data: Retained as needed for the purposes outlined in this policy.

WHAT PERSONAL DATA DO WE COLLECT?

Eden Caterers may collect the following information:

- Name;
- Contact details (postal address, phone number, email address);
- Purchases and orders made by you;
- Browsing activities on our website;
- Passwords;
- Marketing preferences;
- Correspondence with us;
- Publicly available personal data (e.g., Twitter feeds or public Facebook pages).

We do not knowingly collect data relating to children.

HOW WE PROTECT YOUR DATA

Eden Caterers is committed to keeping your personal data secure. Our measures include:

- Data encryption;
- Regular cybersecurity assessments of service providers;
- Crisis management exercises;

- Security controls to prevent unauthorised access;
- Employee training on data protection policies.

YOUR RIGHTS

You have the following rights under the UK GDPR:

- **Right of access:** Request a copy of your personal data;
- **Right to erasure:** Request deletion of data where no legal reason exists to retain it;
- **Right to rectification:** Request updates to incorrect or outdated data;
- **Right to object:** Opt-out of marketing communications or object to processing without legitimate grounds;
- **Right to restrict processing:** Request secure retention of data without active use;
- **Right to data portability:** Request your data in a structured, machine-readable format.

To exercise these rights, contact us using the details provided below.

COOKIES

Our websites use cookies to collect information about browsing and purchasing behaviour. For detailed information, see our [Cookie Policy](#).

Cookies Policy

What are cookies?

Like most websites, Eden Caterers websites use cookies to collect information. Cookies are small data files which are placed on your computer or other devices (such as smart 'phones or 'tablets') as you browse this website. They are used to 'remember' when your computer or device accesses our websites. Cookies are essential for the effective operation of our websites and to help you shop with us online. They are also used to tailor the products and services offered and advertised to you, both on our websites and elsewhere.

Information collected

Some cookies collect information about browsing and purchasing behaviour when you access this website via the same computer or device. This includes information about pages viewed, products purchased and your journey around a website. We do not use cookies to collect or record information on your name, address or other contact details. Eden Caterers can use cookies to monitor your browsing and purchasing behaviour.

How are cookies managed?

The cookies stored on your computer or another device when you access our websites are designed by:

- Eden Caterers, or on behalf of Eden Caterers, and are necessary to enable you to make purchases on our website;
- third parties who participate with us in marketing programmes

What are cookies used for?

The main purposes for which cookies are used are: -

1. For technical purposes essential to the effective operation of our websites, particularly in relation to online transactions and site navigation.
2. For Eden Caterers to market to you.
3. To enable Eden Caterers to collect information about your browsing and shopping patterns, including to monitor the success of campaigns, competitions etc.

How do I disable cookies?

If you want to disable cookies you need to change your website browser settings to reject cookies. How you can do this will depend on the browser you use. Further details on how to disable cookies for the most popular browsers are set out below: -

For Microsoft Internet Explorer:

1. Choose the menu “tools” then “Internet Options”
2. Click on the “privacy” tab
3. Select the setting the appropriate setting

For Google Chrome:

1. Choose Settings> Advanced
2. Under "Privacy and security," click “Content settings”.
3. Click “Cookies”

For Safari:

1. Choose Preferences > Privacy
2. Click on “Remove all Website Data”

For Mozilla Firefox:

1. Choose the menu “tools” then “Options”
2. Click on the icon “privacy”
3. Find the menu “cookie” and select the relevant options

For Opera 6.0 and further:

1. Choose the menu Files”> “Preferences”
2. Privacy

What happens if I disable cookies?

This depends on which cookies you disable, but in general, the website may not operate properly if cookies are switched off. If you only disable third-party cookies, you will not be prevented from making purchases on our sites. If you disable all cookies, you will be unable to complete a purchase on our sites.

DATA BREACH NOTIFICATION

In the event of a data breach, Eden Caterers will:

- Notify affected individuals without undue delay if the breach poses a high risk to their rights and freedoms;
- Notify the Information Commissioner’s Office (ICO) within 72 hours where legally required.

CONTACT INFORMATION

To exercise your rights or if you have questions, please contact:

Data Protection Officer Eden Caterers Ltd

199 Hercules Road

London SE1 7LD

Email: mail@edencaterers.london

Phone: 020 7803 1212

You can also lodge a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk>.

UPDATES

This policy was last updated in January 2025. Future updates will reflect any changes in data protection laws.

Nick Mead

Managing Director

January 2025