



Eden Caterers Privacy Policy

Eden Caterers Ltd

Eden Caterers Ltd is a company registered in England and Wales and registered with the Information Commissioner's Office under registration number ZB854887.

Overview

At Eden Caterers, we are committed to maintaining the trust and confidence of our customers, clients, suppliers, employees and website visitors. We recognise personal data as part of our responsibility to our stakeholders and we handle it with care, fairness and transparency.

Eden Caterers is not in the business of selling, renting or trading personal data or email lists with other organisations for marketing purposes.

This Privacy Policy explains:

When and why we collect personal data

How we use personal data

The limited circumstances in which we may share personal data

How we keep personal data secure

Your legal rights under UK data protection law

This policy applies whether you visit our website, place an order, attend an event, work with us, or contact us by phone, email or other means.

How We Use Your Data

General purposes

We use personal data to:

Provide goods and services

Manage enquiries, orders and contracts

Verify identity where required

Prevent and detect fraud or other unlawful activity

Communicate with you regarding products, services or events

Carry out customer service and relationship management

Conduct research and analysis to improve our services

Meet legal, regulatory and tax obligations

Exercise or defend legal rights

Lawful basis for processing

We process personal data under one or more of the following lawful bases:

Contract where processing is necessary to provide goods or services

Legal obligation where processing is required by law

Legitimate interests to operate and improve our business, provided these interests are not overridden by your rights

Consent where required, including for electronic marketing and non essential cookies

Automated decision making and AI

Eden Caterers does not use automated decision making or profiling that produces legal or similarly significant effects. We may use AI assisted tools for administrative, operational or marketing efficiency. These tools are used with appropriate oversight and do not replace human decision making.

Promotional Communications

We use personal data for electronic marketing only where permitted by law and where appropriate consent has been obtained.

You can opt out of promotional communications at any time by:

Using the unsubscribe link in marketing emails

Contacting us using the details set out in this policy

Opting out will not affect essential service communications.

Sharing Data With Third Parties

We do not sell or rent personal data.

We may share personal data with:

Government bodies, regulators, law enforcement agencies, courts or insurers where required to comply with legal obligations or protect rights

Third party data processors

We work with trusted third party service providers such as IT providers, hosting platforms, marketing systems and business software providers. These processors act only on our instructions and are subject to contractual obligations to protect personal data.

Where data is transferred outside the United Kingdom, appropriate safeguards are used including the UK International Data Transfer Agreement or adequacy regulations.

We expect our suppliers and partners to uphold equivalent standards of data protection and security.

International Transfers

Where personal data is transferred outside the United Kingdom or European Economic Area, we ensure that appropriate safeguards are in place, including:

UK International Data Transfer Agreements

Adequacy decisions recognised by the UK Government

Other lawful transfer mechanisms permitted by UK data protection law

Data Retention

We retain personal data only for as long as necessary for the purposes for which it was collected.

Typical retention periods include:

Marketing data retained for up to three years unless consent is withdrawn

Transactional and financial records retained for six years to meet legal obligations

Employee and supplier records retained in line with legal and contractual requirements

Data is securely deleted or anonymised when no longer required.

What Personal Data We Collect

Depending on our relationship with you, we may collect:

Name and job title

Contact details including postal address, telephone number and email address

Order and transaction details

Dietary requirements or allergy information where necessary to provide catering services

Marketing preferences

Website usage and browsing data

Correspondence and communications

Publicly available information relevant to our business relationship

We do not knowingly collect personal data relating to children.

Special Category Data

In providing catering services, we may process limited special category personal data such as dietary requirements, food allergies or religious dietary preferences. This data is used solely to deliver our services safely and appropriately and is handled with enhanced confidentiality and security.

Sustainability and Carbon Reporting Data

We may process limited personal data in connection with sustainability, carbon reporting and Net Zero initiatives, including supplier and employee activity data. This information is used only for reporting, compliance and improvement purposes and is handled in line with this policy.

How We Protect Your Data

We take appropriate technical and organisational measures to protect personal data, including:

Secure systems and access controls

Encryption where appropriate

Regular review of service provider security standards

Staff training on data protection and confidentiality

Incident response and breach management procedures

Your Rights

Under UK GDPR, you have the right to:

Access your personal data

Request correction of inaccurate or incomplete data

Request erasure of data where there is no lawful reason to retain it

Object to processing, including marketing

Restrict processing in certain circumstances

Request data portability in a structured and commonly used format

Withdraw consent at any time where processing is based on consent

We will respond to valid requests within one month.

You also have the right to lodge a complaint with the Information Commissioner's Office.

Cookies

Our websites use cookies and similar technologies to ensure proper operation and to understand how visitors use our site.

Non essential cookies such as analytics or marketing cookies are used only with your consent via our cookie management tool. You can manage or withdraw your consent at any time.

Further details are provided in our Cookie Policy.

Data Breach Notification

In the event of a personal data breach, we will:

Assess the risk to individuals

Notify affected individuals without undue delay where there is a high risk to their rights and freedoms

Notify the Information Commissioner's Office within 72 hours where required by law

Contact Information

To exercise your rights or ask questions about this policy, please contact:

Data Protection Officer

Eden Caterers Ltd

199 Hercules Road

London SE1 7LD

Email: mail@edencaterers.london

Telephone: 020 7803 1212

You may also contact the Information Commissioner's Office via www.ico.org.uk.

Updates

This Privacy Policy was last updated in January 2026. It will be reviewed annually or following any material change in law or business operations.

Nick Mead

Managing Director

January 2026