



Foxtrot

Foxtrot Food Company Privacy Policy

Our contact details

Foxtrot Food Company

85 Victoria Drive, Lyneham, Chippenham, Wiltshire SN15 4TE

Phone Numbers: 07932 732861 or 07706 543311

E-mail: admin@foxtrotfoodcompany.co.uk

What type of information we retain;

We currently collect and process the following types of information:

- Names
- Addresses
- Phone numbers
- Email addresses
- Allergy and Intolerance Information

How we get the information and why we have it;

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Order enquiries
- Placement of orders

We may also receive personal information indirectly, from the following sources in the following scenarios:

- Sales leads
- Recommendations

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by contacting us by phone or email.

We have a contractual obligation.

We have a legitimate interest (retaining information relating to repeat orders).

What we do with the information we have;

We use the information that you have given us in order to maintain a record of orders

We use the information that you have given us in order to contact you in relation to seasonal offers and other related marketing purposes

We do not share this information with any other organisations or individuals.

How we store your information;

Your information is securely stored within a password protected Microsoft® OneDrive site and on hard copy records at our business premises.

We keep personal information for six years. We will then dispose your information by deleting computer records and destroying hard copies.

Your data protection rights;

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at admin@foxtrotfoodcompany.co.uk if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113