



THE FLOUR POT

BAKERY

Privacy Policy

This Privacy Policy governs the use by Juniper Catering Limited (Trading as The Flour Pot Bakery) of the personal data we collect from you during your use of the website located at www.theflourpot.co.uk (the "Site") or we otherwise obtain about you ("Personal Information").

In this Policy, "The Flour Pot", "we", "us" and "our", refer to Juniper Catering Limited.

Juniper Catering Limited is committed to protecting the security and privacy of third parties (including its customers and all visitors to the Site. We will comply with the requirements of the "Data Protection Legislation", including (i) the UK Data Protection Act 1998, (ii) from 25 May 2018, the EU General Data Protection Regulation (which will replace the Data Protection Act 1998), (iii) the Privacy and Electronic Communications (EC Directive) Regulations 2003 and (iv) all similar or related legislation relating to the processing of Personal Information and/or privacy applicable in any jurisdiction and will take reasonable steps to ensure that your Personal Information is secure, and monitored with regard to access, both internally and externally.

We will only collect your Personal Information:

1. when you give feedback to this site;
2. if you purchase products from the site;
3. when you join, sign up or subscribe to any of our lists or other facilities which we run on or from the Site from time to time;
4. through cookies; and
5. through data aggregation.

We will ensure that your Personal Information is handled in accordance with the Data Protection Legislation. By visiting and/or contacting us through the Website (or otherwise engaging with us), you acknowledge that we may collect, use and transfer your Personal Information as set out in this Policy.

For the purposes of the Data Protection Legislation, we are deemed to be the "data controller" in respect of any Personal Information that you provide to us or we otherwise obtain about you.

This Privacy and Cookie Policy covers:

1. Personal Information that we collect
2. Personal Information that we receive from other sources
3. What we do with your Personal Information
4. How we share your Personal Information
5. Our security measures and information about when we delete data
6. Transferring Personal Information outside of the EEA
7. How you can access and update your Personal Information
8. Complaints
9. Our use of cookies
10. Changes to this Policy
11. Our contact information and opting out

1. PERSONAL INFORMATION THAT WE COLLECT

When you engage with us (e.g. sending us emails, contacting us via telephone or visiting or making an enquiry through the Website), you may provide Personal Information about yourself including your name and contact details (e.g. your address, email address and telephone number) and your job title and CV where you apply for a role with us. If you consider purchasing from us, you may also provide us with various other necessary Personal Information (e.g. your bank details). Where you make use of our Site we may also collect information about your use of the Site (e.g. your IP address and choice of web browser). Some of this Personal Information is collected and processed so we can perform a contract with you, some for the purpose of legal compliance and some for the purposes of our legitimate business interests (namely to carry out and improve our business, analyse the use of our Site and services and support our staff and customers).

Feedback

Where you give feedback to or contact us we will only ever use your Personal Information to respond directly to you in relation to your feedback and/or comment.

Purchases

We will use your Personal Information to provide you with the products you order from us.

Gift cards and Surveys

If you create an account or register a gift card, we will collect data on your username, password, phone number, date of birth, name and address. If you buy goods at our stores using a Gift Card, we will collect data on where you buy, how frequently you buy.

If you take a survey or interact with us in various other ways – name, address, phone number, date of birth and demographics information. We also ask customers if they would like to provide us with their Post Code and Telephone Number.

User Sign-up

If you choose the opt in and sign up to our communications and/or marketing materials, we may collect data on your username, password, contact e-mail address, mailing address, phone number, date of birth, demographics information, and personal interests. Unless you choose to opt out, or communicate the decision to discontinue by contacting us as described below, we will use your Personal Information to send you information which we think may interest you and keep you up to date as to developments relating to the facility operated by us which you have joined, signed-up to or subscribed to.

CCTV POLICY

We also have CCTV in some of our stores and offices for the purpose of crime prevention and where this is used, we will display appropriate notices.

2. PERSONAL INFORMATION THAT WE RECEIVE FROM OTHER SOURCES

We may receive information from third parties who collect Personal Information from you and pass it on to us, for example, for fraud prevention. Our staff may also give us emergency contact information as part of our emergency scenario planning and may give us details of their dependants and of other people in relation to their employee benefits arrangements. Where this is the case the third party is responsible for obtaining the relevant consents from you to ensure you are happy with the ways in which your Personal Information will be used.

3. WHAT WE DO WITH YOUR PERSONAL INFORMATION

We will only use your Personal Information in order to:

- (a) supply the services you have requested and correspond with you,
- (b) provide support to you in respect of these services,
- (c) improve our Site and services
- (d) for our internal business processes, including providing support to our staff,
- (e) where relevant, process your application for employment.
- (f) where you have explicitly consented at the time we collected your Personal Information or where we otherwise have a right to do so, we may also use your Personal Information to let you know about our services, and job openings that may be of interest to you and/or inform you about important changes or developments to our services, by post, telephone and e-mail.
- (g) from time to time, we may also use your Personal Information to contact you for market research purposes. We may contact you by email, phone or mail. This will only happen where you have opted-in to receive such communications.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our Site.

We may also use the Personal Information to customise the Site according to your interests. If you change your mind about us using your Personal Information in the ways described in this Policy, please let us know by [contacting us](#). You may also opt out of receiving marketing emails from us by following the instructions outlined in any marketing email you receive from us.

4. HOW WE SHARE YOUR PERSONAL INFORMATION

In certain circumstances we may pass your Personal Information to carefully selected third parties. We will never pass your Personal Information for such purposes unless you have allowed us to do so or we have a lawful right to do so.

If after having given us permission to pass your Personal Information to third parties you change your mind you can opt out by contacting us as described below.

By submitting your Personal Information to us, you acknowledge that such third parties may receive and process your Personal Information. The Flour Pot asks all third parties to treat your Personal Information securely and in accordance with this Privacy Policy, and we will take reasonable steps to enforce this. We will never sell your Personal Information.

In addition, it may be necessary to disclose your Personal Information if we are under a duty to disclose your Personal Information in order to comply with any legal obligation, carry out an internal investigation, enforce any relevant agreement, or protect the rights, property, or safety of The Flour Pot, The Flour Pot's group companies and our customers, directors, employees or other personnel. This includes exchanging information with other companies and organisations for the purposes of fraud protection and prevention.

5. OUR SECURITY MEASURES AND INFORMATION ABOUT WHEN WE DELETE DATA

We take steps to protect your Personal Information from unauthorised access and against unlawful processing, accidental loss, destruction and damage.

We will only keep your Personal Information for as long as we reasonably require and, in any event, only for as long as the Data Protection Legislation allows. Where you have chosen a password which allows you to access certain parts of the Site, you are responsible for keeping this password confidential. We advise you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure and, although we will take steps to protect your Personal Information, we cannot guarantee the security of your Personal Information transmitted via the Website; any transmission is therefore at your own risk.

6. TRANSFERRING PERSONAL INFORMATION OUTSIDE OF THE EEA

In some cases the personal data we collect from you might be processed outside the European Economic Area ("EEA"). These countries may not have the same protections for your personal data as the EEA has. However, we are obliged to ensure that the personal data that is processed by us and our suppliers outside of the EEA is protected in the same ways as it would be if it was processed within the EEA. There are therefore certain safeguards in place if your data is processed outside of the EEA.

We will ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

your personal data is transferred to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission; and we will use the EU approved Standard Contractual Clauses;

Please contact us using the contact details above if you want further information on the countries to which personal data may be transferred and the specific mechanism used by us when transferring your personal data out of the EEA.

7. ACCESSING AND UPDATING YOUR PERSONAL INFORMATION

You have the right to ask us not to process your Personal Information for marketing or research purposes. We will usually inform you (before collecting your Personal Information) if we intend to use your Personal Information for such purposes or if we intend to disclose your Personal Information to any third party for such purposes.

You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your Personal Information. You can also exercise the right at any time by contacting us at the details set out as below.

You have the right to see the Personal Information we hold about you and to ask us to:

- (a) make any changes to ensure that any Personal Information we hold about you is accurate and up to date;
- (b) erase or stop processing any Personal Information we hold about you where there is no longer a legal ground for us to hold it; or
- (c) in some cases, transfer any information we hold about you to a specified third party.
- (d) we will, within the legally required timeframe, provide you with a complete list of all the personal data held on you upon request.

If you wish to exercise any of these rights, please contact us at The Flour Pot /using the contact details as described below.

8. COMPLAINTS

Should you have any queries or complaints in relation to how we use your Personal Information, please contact us at The Flour Pot using the details set out as described below. Should you wish to take any complaints or queries further, you have the right to contact the Information Commissioner's Office regarding such issues.

Our Site may, from time to time, contain links to and from third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these websites or their related policies. Please check these policies before you submit any Personal Information via these websites.

9. OUR USE OF COOKIES

A cookie is a small file that is sent to your browser from a web server and is stored on your computer. Cookies help us to analyse web traffic and identify which pages of our Site are being used. Our Site also may use cookies to respond to you as an individual so that it can tailor its operations to your needs by gathering and remembering information about your preferences as well as enabling you to login to your account. We only use this information for statistical analysis purposes and then it is removed from our systems.

A cookie in no way gives us access to your computer or any information about you, other than information about how you use the Site and the Personal Information you choose to share with us (including Personal Information you automatically share with us by way of your browser settings).

To enable us to monitor and improve the Site, we may gather certain aggregated information about you when you use it, including details of your operating system, browser version, domain name and IP address, the URL you came from and go to and the parts of our Site you visit. We may aggregate statistics, traffic patterns and related site information and disclose such aggregate data to third parties for marketing, advertising or other promotional purposes but such aggregate data will not include any Personal Information.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

In particular, we may use the following cookies:

- (a) Strictly necessary cookies. These cookies are essential in order to enable you to move around the Site and use its features, such as accessing secure areas.
- (b) Performance cookies. These cookies collect information about how visitors use our Site, for instance which pages visitors go to most often and if they get error messages from the web pages. These cookies don't collect information that identifies a visitor; all information these cookies collect is aggregated and therefore anonymous. It is only used to improve how our Site works.
- (c) Functionality cookies. These cookies allow our Site to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of the Site that you can customise. The information these cookies collect is anonymised and they cannot track your browsing activities on other websites.
- (d) Sharing cookies. These cookies allow you to interact with third party services such as The Flour Pot. Information collected by these cookies is aggregated and therefore anonymous.

You will normally see a message on our Site before we store a cookie on your computer. We may also use banners and pop-ups from time to time to give you options around cookies use.

You can also manage cookie use via your browser settings (this will allow you to refuse the setting of all or some cookies) and your browser provider may ask you to confirm your settings. Note, however, that if you block all cookies (including essential cookies) via your browser settings you may not be able to access all or parts of our Site.

You can also find more information about cookies generally here: www.allaboutcookies.org.

Please note that third party providers may also use cookies to assess the ways in which you make use of their websites and we have no control over these.

10. CHANGES TO OUR PRIVACY AND COOKIES POLICY

The Flour Pot may amend this Policy at any time without notice. By continuing to use the Website and making use of our services you agree to the updated Policy. If you do not agree to any changes that we make, you should not use or access (or continue to use or access) the Site and/or our services. Any changes to this Policy will be posted on the Site.

11. OUR CONTACT INFORMATION AND OPTING OUT

You can opt out of receiving various communications from us by contacting us through our [CONTACT US](#) page.

If you have any questions (including relating to transfers of your Personal Information outside the EEA), please feel free to contact us by [EMAIL](#). Alternatively, you may call our team on +44 01273 424265, Monday to Friday: 11am to 3pm.