



Privacy Policy

We are committed to protecting personal data that we may receive, collect, use, store, transfer, and otherwise process. Please take time to read this Privacy Policy. It contains important information about the way we process personal data.

For the purpose of the General Data Protection Regulation (GDPR) and any implementing legislation, the data controller responsible for any personal data we process is ChefMéd.

1. What is personal information?

Personal Information means any information about you which is personally identifiable, including your name, age, address, telephone number, email address, and any information from which you can be identified.

2. Where do we collect personal information from?

We collect personal data from website visitors, individual customers, corporate customers, employees, volunteers and suppliers, including information collected from you with your consent, during networking events that we attend, host or sponsor, and from publicly available sources such as social media and LinkedIn.

3. What types of personal information do we collect from you?

We ask for and may collect the following personal information in the course of providing services and products. It may be provided by you when you communicate with us through email, 'phone, chat service or other electronic communications, and when you use our website. This information is necessary for us to perform our services, and to enable us to comply with our legal obligations. Without it, we may not be able to provide you with all the requested services.

- a. Name;
- b. Address;
- c. Email;
- d. Telephone number;
- e. Job title;
- f. Details of booking (venue, date, party size, previous functions);
- g. Any feedback you submitted about your experience with ChefMéd;
- h. Purchase history;
- i. Dietary preferences;

- j. Information about your use of our website, including details of visits, traffic data, location data and other communication data. This data is non-personalised.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment card information by our store and its service providers. The privacy and security of your payment card information is covered by the Privacy Policy of the payment gateway.

4. How we Use your Information

We use your personal information to:

- a. Establish and manage our relationship with you, including how you may use our products and services;
- b. Provide you with general and personalised service-related information and promotional messages through email, telephone and other forms of electronic communication;
- c. Obtain your marketing preference and communicate with you in accordance with preferences or options you have selected through email, 'phone, text and other forms of electronic communication;
- d. Send you marketing literature covering our range of services and products;
- e. Create aggregated statistical data from non-personal information in order to improve our service to you;
- f. Provide you with ongoing customer assistance;
- g. Comply with any applicable laws and regulations.

The legal basis for collecting, using, storing and transferring personal data is what the GDPR refers to as "legitimate interest". In the event we intend to process your personal data for new purposes requiring your consent, we will contact you to obtain your consent for such new purposes.

5. Data retention and anonymisation

We keep your personal data only for as long as is necessary for the purposes for which it was collected, unless we have a legal obligation or right to retain the data for a longer period, or the data is necessary for the establishment, exercise or defence of legal claims.

After an applicable retention period has expired personal data will be securely erased. Data may be anonymised, or data that identifies individuals erased, so that it may be used for business analysis purposes. No identifiable personal information will be used for this purpose. Anonymised personal information will not be considered as personal since no individual can be identified by that information.

If you request to receive no further contact from us, some basic information will be retained in order to be sure that we have a record of this request and do not send you

unwanted material in the future.

6. Who we may share your personal information with

ChefMéd.co.uk is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

We will not share your personal data with third parties except in accordance with this policy or when we have your permission. It may be necessary to share some of the information you provide to us with third parties in the course of our service provision, for example in connection with our Enogastronomic Tours. We do not sell your personal data to third parties.

We may disclose your personal data as required in the course of an employment relationship. We may also disclose your personal data as permitted by law in order to investigate, prevent or take action regarding illegal activities, suspected fraud, violation of our intellectual property rights, situations involving potential threats to the physical safety of any person, violation of agreements, or as required by law.

7. How we communicate with you

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about ChefMéd, the provision of services and products, to comply with applicable laws and regulations, and any agreement we may have with you. For these purposes we may contact you through email, telephone, text messages, postal mail or any other form of electronic communication.

8. Transmission and security of your personal information

We have security measures in place to protect against the loss, misuse and alteration of personal information under our control as required by current data protection laws and regulations. Our Privacy Policy is periodically reviewed and enhanced as necessary and only authorised personnel have access to personal information. Whilst we cannot ensure or guarantee that loss, misuse or alteration of information will never occur, we use all reasonable efforts to prevent it.

9. Transfer of personal data

We may share personal data with external vendors, service providers or suppliers that we engage to perform services or functions on our behalf and under our instructions. Where these vendors are located within the EU, we require that they are contractually obligated to comply with the EU data protection rules. We also provide in our contracts with these organisations that they only process personal data in accordance

with our instructions and in order to provide the agreed services and protect the integrity and confidentiality of your personal data entrusted to them.

We may disclose personal data to our advisers, consultants, law enforcement and other public authorities (such as tax and social security bodies), the police, prosecutors, courts and tribunals. All these recipients are themselves responsible for complying with the EU data protection rules.

We may also transfer your personal data to potential purchasers and their advisers, subject to appropriate confidentiality obligations, in the event we decide to dispose of all or parts of our business.

10. Use of cookies

Cookies provide information regarding the computer used by a visitor. We may use cookies to gather information about your computer in order to assist us in improving our website. We may gather information about your general internet use by using the cookie. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally. It is statistical data that does not identify any personal details. You can adjust the settings on your computer to decline any cookies if you wish. This can easily be done by activating the reject cookies setting on your computer. More information on our use of Cookies is available in our Cookies Policy.

11. Your rights

The following are the rights that you have if we collect your personal data:

- a. The right to be informed about the collection and use of your personal data;
- b. The right to request details of the information we hold about you – a Subject Access Request;
- c. The right to have any changes or errors in the information rectified;
- d. The right to have your personal data removed;
- e. The right to withdraw consent;
- f. The right to data portability to obtain and reuse your personal data for your own purposes across different services;
- g. The right to object to processing on “grounds relating to his or her particular situation”;
- h. The right to complain to the Information Commissioners Office if you are unhappy with the way in which your personal data has been handled.

12. Third-party links

Where we provide links to third-parties on our website it does not mean that we endorse or approve that site's policy towards personal data privacy. You should review their privacy policy before sending them any personal data.

13. Privacy Policy Updates

We reserve the right to modify this privacy policy at any time. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

14. Questions and your information

In accordance with applicable data protection laws and regulations, you have the right to access any information that we hold relating to you. If you would like to access, correct, amend or delete any personal information we have about you, contact us at info@chefmed.co.uk.

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