

# CHOOSE COFFEE PRIVACY POLICY

## WHO ARE WE?

DESIGNED TO HELP YOU WITH ALL YOUR COFFEE, DRINK AND FOODIE NEEDS. FROM PODS TO WHOLE BEANS AND GROUND BEANS. FOR HOME BREWING, OFFICE PLEASURE OR CAFE, HOTEL & RESTAURANT SERVICE WE SUPPLY COFFEE FOR EVERY OCCASION. FROM A BAG OF COFFEE, TO A GIFT HAMPER, A COFFEE PARTY OR A COFFEE CONCEPT CONSULTATION, WE'RE HERE TO HELP YOU.

## COLLECTION OF PERSONAL DATA

WE TAKE YOUR PRIVACY SERIOUSLY AND PROMISE TO RESPECT ANY PERSONAL DATA YOU SHARE WITH US, OR DATA WE HAVE RECEIVED FROM OTHER ORGANISATIONS AND KEEP IT SAFE.

YOUR PERSONAL DATA WILL ONLY EVER BE USED BY US, CHOOSE COFFEE. WE WILL NOT SHARE, SWAP OR SELL YOUR PERSONAL DATA WITH OTHER COMPANIES FOR MARKETING PURPOSES.

### WAYS IN WHICH DATA IS COLLECTED:

- YOU HAVE PROVIDED YOUR DATA TO US

THIS COULD BE WHEN YOU HAVE JOINED THE CHOOSE COFFEE MAILING LIST, TAKEN PART IN A COURSE, PARTY, EVENT OR SIMILAR FUNCTION, PURCHASED GOODS OR SERVICES FROM OUR ONLINE SHOP, SIGNED UP TO ONE OF OUR EVENTS OR E-NEWSLETTER, OR CONTACTED US VIA SOCIAL MEDIA.

- YOUR DATA HAS BEEN GIVEN TO US

THIS COULD BE WHEN YOU HAVE BEEN REFERRED BY A FRIEND, COLLEAGUE OR A MEMBER OF OUR TEAM AND WE HAVE BEEN ASKED TO CONTACT YOU.

## HOW WE COLLECT INFORMATION FROM YOU

WE OBTAIN INFORMATION ABOUT YOU WHEN YOU HAVE TAKEN PART IN A COURSE, PARTY, EVENT OR SIMILAR FUNCTION, PURCHASED GOODS OR SERVICES FROM OUR ONLINE SHOP, SIGNED UP TO ONE OF OUR EVENTS OR E-NEWSLETTER / MAILING LIST, OR CONTACTED US VIA SOCIAL MEDIA.

## HOW WE MIGHT USE YOUR INFORMATION

IT DEPENDS HOW IT HAS BEEN RECEIVED BY US. IN MOST CASES IT WILL FALL INTO ONE OF THE FOLLOWING CATEGORIES:

- CHOOSE COFFEE COMMUNITY

YOUR DATA WILL BE USED TO PROVIDE YOU WITH OUR E-NEWSLETTER / MAILING LIST GOODS, RELEVANT SERVICES OR INFORMATION. A RECORD WILL BE KEPT OF YOUR DATA PREFERENCES.

- CHOOSE COFFEE SHOP

YOU HAVE PURCHASED FROM OUR ONLINE STORE AND WE USE YOUR DATE TO PROCESS THESE PURCHASES/ SERVICE REQUESTED. A RECORD WILL BE KEPT OF YOUR DATA PREFERENCES.

- CASE STUDIES, REVIEWS, QUOTES, AND COLLABORATIONS

**TO HELP PROMOTE OUR AND YOUR WORK YOU MAY AGREE FOR US TO USE YOUR NAME AGAINST A REVIEW, QUOTE, OR SHARE YOUR WORK AND EXPERIENCES FOR USE ON OUR WEBSITE, E-NEWSLETTER OR MAILING LIST, SOCIAL MEDIA, PROMOTIONAL MATERIALS OR CAMPAIGNS. WE WILL ONLY DO SO IF YOU GIVE US YOUR CONSENT.**

#### **KEEPING PERSONAL DATA**

**WE WILL ONLY KEEP YOUR PERSONAL INFORMATION FOR AS LONG AS REQUIRED FOR LEGAL, TAX AND ACCOUNTING PURPOSES. WHEN IT IS NO LONGER REQUIRED WE WILL DISPOSE OF IN A SECURE WAY. SEE DATA RETENTION POLICY FOR MORE DETAILS.**

#### **SERVICE PROVIDERS**

**WE MAY USE SERVICE PROVIDERS SUCH AS A MARKETING AND DIRECT MAIL COMPANIES, TO HELP US PROVIDE YOU WITH OUR SERVICES. WE ENSURE THERE ARE APPROPRIATE SYSTEMS IN PLACE TO PROTECT YOUR PERSONAL DATA.**

**WHEN YOU USE OUR ONLINE SHOP YOUR PAYMENT IS PROCESSED BY A THIRD PARTY PAYMENT PROCESSORS, FOR EXAMPLE WIX PAYMENTS, PAYPAL, YOUR BANK, APPLEPAY, GOOGLE PAY, ETC. WHO SPECIALISE IN THE SECURE ONLINE CAPTURE AND PROCESSING OF CREDIT/DEBIT CARD TRANSACTIONS.**

**SOME OF OUR SERVICE PROVIDERS MAYBE BASED OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA). WE WILL ENDEAVOUR TO ENSURE THEY PROVIDE AN ADEQUATE LEVEL OF PROTECTION IN ACCORDANCE WITH UK DATA PROTECTION LAW. BY SUBMITTING YOUR PERSONAL INFORMATION TO US YOU AGREE TO THIS TRANSFER, STORING OR PROCESSING AT A LOCATION OUTSIDE THE EEA.**

#### **HOW WE USE COOKIES**

**COOKIES ARE VERY SMALL TEXT FILES THAT ARE STORED ON YOUR COMPUTER WHEN YOU VISIT SOME WEBSITES. WE USE COOKIES TO HELP IDENTIFY YOUR COMPUTER SO WE CAN TAILOR YOUR USER EXPERIENCE, TRACK SHOPPING BASKET CONTENT AND REMEMBER WHERE YOU ARE IN THE ORDER PROCESS. COOKIES COLLECT STATISTICAL DATA ABOUT YOUR BROWSING ACTIONS AND PATTERNS BUT DOES NOT IDENTIFY YOU AS AN INDIVIDUAL. IT IS POSSIBLE TO SWITCH OFF COOKIES BY SETTING YOUR BROWSER PREFERENCES. TURNING COOKIES OFF MAY RESULT IN A LOSS OF FUNCTIONALITY WHEN USING OUR WEBSITE.**

#### **LINKS TO OTHER WEBSITES**

**OUR WEBSITE CONTAIN LINKS TO OTHER WEBSITES RUN BY OTHER COMPANIES. THIS PRIVACY POLICY APPLIES ONLY TO OUR WEBSITE. WE ARE NOT RESPONSIBLE FOR THE PRIVACY POLICIES AND PRACTICES OF OUR THIRD PARTY SITES AND OTHER SITES EVEN IF THEY ARE ACCESSED USING LINKS FROM OUR WEBSITE.**

#### **MARKETING COMMUNICATIONS**

**IF YOU HAVE GIVEN CONSENT FOR US TO CONTACT YOU WITH OUR NEWS, MARKETING AND PRODUCT INFORMATION WE WILL USE YOUR PREFERRED COMMUNICATION PREFERENCE.**

**IF YOU WISH TO UNSUBSCRIBE FROM OUR E-NEWSLETTER YOU CAN CLICK THE UNSUBSCRIBE BUTTON ON THE EMAIL OR CONTACT US DIRECTLY.**

**IF YOU WOULD LIKE TO CONTACT US, CHANGE HOW WE COMMUNICATE WITH YOU, UPDATE YOUR CONTACT DETAILS, OR YOU WOULD LIKE TO OPT OUT FROM RECEIVING CORRESPONDENCE FROM US, PLEASE CONTACT 07624 246673**

E MAIL [carly@choosecoffee.uk](mailto:carly@choosecoffee.uk)

POLICY ADOPTED IN MAY 2023, NEXT DATE FOR REVIEW MAY 2025.