

# MR FOX FINE FOODS

## Privacy Policy

Under the European General Data Protection Regulation (GDPR) effective from 25th May 2018, “controllers” (i.e. Mr Fox Fine Foods.) must ensure personal data is processed securely, lawfully, transparently and for specific use.

Mr Fox Fine Foods are fully compliant with making sure your personal data is protected under GDPR guidelines. We use the information that we learn from our customers to handle orders, deliver products, process payments, communicate with you about orders, products, services, promotional offers and recipes, update our records and generally maintain your account with us.

Here are the types of information we gather/our policies:

(i) Information you give us: we receive and store any information you enter on our website or give us in any other way. We use this to respond to your requests, improve our website and marketing materials, and communicate with you.

Examples of the types of information you might supply us with include: your name, address, phone number, e-mail addresses. All credit and debit card details are sent straight to Squareup International Ltd whose server is recognised as 100% PCI and GDPR compliant. We do not store credit and debit card details on our server. All personal data is stored securely in accordance with GDPR guidelines.

(ii) Information from other sources: we might receive information about you from other sources and add it to your account information. Examples of information we receive from other sources include: updated delivery and address information from our carriers or other third parties, which we use to correct our records and deliver your next purchase or communication more easily; search results and links, including paid listings; and credit history information from credit bureaus, which we use to help prevent and detect fraud.

(iii) Signing up to our email newsletter allows us to contact you regularly with information and offers from Mr Fox Fine Foods as well as store your details. You may opt-out of this service at any time. If you do not respond (open) to a number of our emails after a time frame we deem acceptable, we will determine you “not interested” and you will be deleted from our database and/or contact you to check you no longer want to receive information from us. You will need to re opt-in to receive future emails if this has occurred.

(iv) If you have placed an order with us, we will generally keep your data for seven years from the date of your last order.

(v) All personal data will be collected and used transparently. We will only use your data for the purpose in which it was stated. Any data which is no longer necessary to the purpose for which it is collected will be deleted securely.

(vi) You have the right to request access to data we hold on file for you at reasonable intervals. We will respond within one month.

(vii) We do not share personal details with any third parties unless you have given us permission. Examples include opting-in to third party newsletters via our website competitions.

We will ensure the ongoing GDPR compliant processing, transparency and security of personal data.

If you have any concern about privacy at Mr Fox Fine Foods, please do contact us and we will try to resolve the issue for you. Our business changes constantly and our Privacy Policy will change also. You should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account.