**Fat Hog and Big Pan Catering Privacy Policy**

**What is this policy and how does it apply?**

We may make changes to the policy (for example to keep up with changes to the law) so we advise you to check the policy as you use our website and our service.

**Who are we?**

We are Fat Hog and Big Pan Catering. Our registered office is at 9 Mount Pleasant, Furzeley Road, Denmead, Hampshire PO7 6TY.

**Who do you contact about personal data?**

Our data protection representative is Robert McHugh who you can email at [rob@thefathog.co.uk](mailto:rob@thefathog.co.uk) or telephone on 07895454077.

**What personal data do we collect?**

Personal data is any information which could identify you, including your name, address, email address and IP address.

We use cookies on our website.

If you ask for a copy of your menu we collect a range of personal data from you, that may include your name and contact information such as your address, telephone number and email address to respond to your enquiry according.

We may also collect further information about any event, contacts on the day and other suppliers to be able to provide our service and contact relevant people on the day if required.

If you choose not to provide us with your own or other people’s personal data we may be unable to provide the services requested by Fat Hog and Big Pan Catering.

**How we collect personal data?**

We may collect your personal data in the following ways:

* The enquiry form on our website.
* Make an initial enquiry about our services.
* Ask us to provide a formal quotation for our services.
* Face-to-face meetings
* In the course of planning an event we often collect information about you and your event
* Final ‘Event Form’
* Photographs that we may take, taken by your photographer or you.
* Information about your visits to our Website which will include, (but are not limited to),
* your IP address, online tracking such as location, browser and type of device you use.

**Why do we use personal data?**

We use personal data so that we can:

* Communicate with you.
* Answer any requests for information about our services.
* On request provide a quotation for our services.
* Provide our service on the day.

**What do we use personal data for?**

* Correspond to your enquiry and questions.
* Supply you with any services you have asked us to provide.
* To invoice you for our services.
* We may use photographs of your event on our blog, website, Instagram, other social media or in printed brochures for marketing purposes.
* To analyse and monitor how our website is used and to help us to administer it (including security and fraud detection).

**What is the legal basis for us processing your personal data?**

The majority of information we collect, we collect directly from you. We use this information to supplement the personal data we hold about you to correspond to your enquiries. If we don’t collect your personal data, we may be unable to provide you with all our services.

Personal data collected by cookies on our website may be use inform, personalise and improve our services.

Where we collect personal data, we’ll only process it:

* to perform a contract with you
* to reply to your enquiry and correspondence
* in accordance with a legal obligation, or

**Who do we share your data with?**

There may be times when we must share your personal data with others, for example, where the law requires us or to enforce our rights or protect others, such as for fraud prevention.

This could include, but is not limited to, regulators, law enforcement bodies, government agencies, courts or other third parties where we think it’s necessary to comply with applicable laws or regulations, or to

exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of

this type of disclosure.

An actual or potential buyer (and its agents and advisers) in connection with an actual or proposed

purchase, merger or acquisition of any part of our business.

**Sharing Information and Data Protection**

We may share your data with other companies in the Fat Hog and Big Pan Catering group of companies.

We will share your personal data with other individuals or organisations where it is necessary for us to do so to provide the services you have requested of us.

Our external accountants have access to our invoice where we hold some of your personal data.

**What are my personal data rights?**

It’s your personal data and you have certain rights relating to it. You have rights to:

* Know what personal data we hold about you, and to make sure it’s correct and up to date.
* Request a copy of your personal data, or ask us to restrict processing your personal data or delete it.
* Object to processing your personal data in certain circumstances

You can exercise these rights at any time by sending an email to [rob@thefathog.co.uk](mailto:rob@thefathog.co.uk).

**How long will we keep your personal data?**

We keep your personal data only for as long as it is reasonably required and then it will be deleted, destroyed or anonymised.

Our data retention policy is mostly driven by the legal requirement to keep accounting information for six years.

Most of the data stored about your event is supporting material to our accounting

transaction with you.

**Data Subject How long personal information /data is kept**

Prospective Clients We will retain personal information for one year from the date that you

made an enquiry that did not result in us providing you with our services.

Clients We will retain personal information for six years from the end of the year

in which we last provided you with contracted services.

Data is stored in a range of different places including in your hard copy in our invoices and on the company’s server:

* Third party cloud server and back-up system
* Web-site and Blog (fathogandbigpancatering.co.uk)

**Non personal information**

When you use our website we may also collect non-personal information or aggregated information – that is any information about more than one individual where the individual’s identity is unknown and cannot be inferred from that information. This helps us run our Website and business effectively.