**Nivek Catering Supplies – Data Protection Policy**

**Last updated: 08/09/2025**

**1. Introduction**

Nivek Catering Supplies Ltd (“we”, “our”, “us”) is committed to protecting the privacy and security of personal data. This policy outlines how we collect, use, store, and safeguard personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and our accredited ISO quality standards.

We are registered with the Information Commissioner’s Office (ICO), registration number ZA352097.

Our appointed Data Protection Officer (DPO) is Richard Barrett.

**2. Scope**

This policy applies to all employees, contractors, suppliers, customers, and other individuals whose personal data we process in connection with our business operations.

**3. What Data We Collect**

We may collect the following categories of personal data:

* Identity data (e.g. name, job title, organisation)
* Contact data (e.g. email address, phone number, delivery address)
* Technical data (e.g. IP address, browser type, login data)
* Usage data (e.g. website interactions, order history)
* Marketing and communications data (e.g. preferences, consents)
* Transaction data (e.g. payment details, purchase records)

**4. How We Collect Data**

We collect personal data through:

* Website forms, registrations, and online ordering
* Cookies and other tracking technologies
* Direct communications with our team (email, phone, meetings)
* Third-party integrations and service providers

**5. Legal Basis for Processing**

We process personal data under the following lawful bases:

* **Consent** (e.g. marketing communications)
* **Contractual necessity** (e.g. processing and delivering orders)
* **Legal obligation** (e.g. tax and accounting requirements)
* **Legitimate interests** (e.g. improving services, fraud prevention)

**6. How We Use Your Data**

We may use your personal data to:

* Provide, deliver, and manage our products and services
* Personalise your experience and improve our website
* Communicate with you regarding enquiries, orders, and updates
* Process transactions and manage payments
* Comply with legal and regulatory obligations
* Share relevant offers, promotions, and updates (where permitted)

**7. Data Sharing and Transfers**

We may share personal data with:

* Service providers and business partners (e.g. couriers, IT support, payment processors)
* Legal authorities where required by law
* Third parties in connection with a business transfer, merger, or acquisition

**International Transfers:** Where data is transferred outside the UK or EEA, we ensure appropriate safeguards are in place, such as standard contractual clauses.

**8. Data Retention**

We retain personal data only for as long as necessary to fulfil the purposes outlined in this policy, or as required by law and regulatory obligations.

**9. Your Rights Under UK GDPR**

Individuals have the right to:

* Access personal data held about them
* Correct inaccurate or incomplete data
* Request deletion of personal data
* Restrict or object to processing
* Request data portability
* Withdraw consent where processing is based on consent

Requests should be directed to our DPO (see section 14).

**10. Data Security Measures**

We take appropriate technical and organisational measures to protect data, including:

* SSL encryption on our website
* Secure servers and firewalls
* Access controls and staff permissions
* Regular system monitoring and security audits
* Staff training on data protection and confidentiality

**11. Cookies and Tracking**

We use cookies and similar technologies to improve website functionality and user experience. For further details, please refer to our Cookie Policy.

**12. Data Breach Notification**

In the event of a data breach, we will notify the ICO and affected individuals within 72 hours, where required.

**13. Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites.

**14. Changes to This Policy**

We may update this policy periodically to reflect changes in legislation, regulation, or business practices. Updated versions will be published on our website.

**15. Contact Us**

For questions, concerns, or to exercise your data protection rights, please contact:

**Richard Barrett**
Data Protection Officer (DPO)
Nivek Catering Supplies Ltd,
Unit A2, LOC8 Business Park,
Ashford Road,
Maidstone
ME17 1WR

Email: sales@nivekonline.co.uk
Phone: 01622871714