

## PRIVACY POLICY

Churchill's Fish & Chips is a trading name of Fish 'n' Chick'n Limited. We, Fish 'n' Chick'n Limited, are committed to protecting and respecting the privacy of your data.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.candc.churchillsfishandchips.co.uk](http://www.candc.churchillsfishandchips.co.uk) (**our site**) or by using the Churchill's mobile application software (**our app**), and by placing an order using the Churchill's 'Click & Collect' service you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Fish 'n' Chick'n Limited, a company registered in England and Wales with company registration number 01018600. Our registered office is at Chesterford House, 14 Stansted Distribution Centre, Start Hill, Bishop's Stortford, CM22 7DG.

### INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by using our app, filling in forms on our site or by corresponding with us by telephone, e-mail or otherwise. This includes information you provide when you download or stream our app to your device, register to use our site or our app, subscribe to our newsletter, search for a product, place an order using our site or our app, or report a problem with our site or with our app. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, as well as your consumer preferences and requests regarding our products.

- **Information we collect about you.**

Each time you visit our site we may automatically collect the following information:

- technical information, including the Internet protocol (**IP**) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (**URL**) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

- **Information we receive from other sources.** We are working closely with third parties (including, for example, business partners, and sub-contractors in technical and payment services) and may receive information about you from them.

## COOKIES

Our site and our app use cookies to distinguish you from other users . This helps us to provide you with a better experience when you use our site and our app, and also allows us to improve the services which we provide through our site and our app. For detailed information on the cookies we use and the purposes for which we use them see our cookie policy at:

<http://popcc12.popcornwebdesign.co.uk/reports/churchillsfishandchips/>.

## USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
  - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the products that you order from us;
  - to respond to your enquiries about our products and services;
  - to provide you with information about other products we offer that are similar to those that you have already purchased or enquired about, or which we feel may interest you;
  - to send you our regular electronic newsletter. We will only send this newsletter to you if you have opted-in to receive it. If you no longer wish to receive the newsletter please contact us on [customerservice@tcg-ltd.co.uk](mailto:customerservice@tcg-ltd.co.uk);
  - to notify you about changes to our service;
  - to ensure that content from our site and our app is presented in the most effective manner for you and for your computer or your device.
- **Information we collect about you.** We will use this information:
  - to administer our site and our app, and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - to improve our site and our app to ensure that content is presented in the most effective manner for you and for your computer or your device;
  - to allow you to participate in interactive features of our service, when you choose to do so;
  - as part of our efforts to keep our site and our app safe and secure;
  - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
  - to make suggestions and recommendations to you and other users of our site and our app about products that may interest you or them.

- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

## **DISCLOSURE OF YOUR INFORMATION**

We may share your information with selected third parties including:

- business partners and suppliers in connection with the performance of any contract we enter into with you; and
- analytics and search engine providers that assist us in the improvement and optimisation of our site and our app.

We may disclose your personal information to third parties:

- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce our terms and conditions of supply of goods and other agreements; or to protect the rights, property, or safety of Fish 'n' Chick'n Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you is stored with Popcorn Web Design Limited at 2 Riverside Business Park, Stoney Common Road, Stansted, Essex, CM24 8PL. It may be processed by staff who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We do not retain details of credit card or debit card information used by our customers when placing orders for our products.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or our app, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site or our app; any transmission is at your own risk. Once we

have received your information, we will use procedures and security features to try to prevent unauthorised access.

## **YOUR RIGHTS**

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [customerservice@tcg-ltd.co.uk](mailto:customerservice@tcg-ltd.co.uk).

Our site and our app may, from time to time, contain links to and from the websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **ACCESS TO INFORMATION**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## **CHANGES TO OUR PRIVACY POLICY**

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [customerservice@tcg-ltd.co.uk](mailto:customerservice@tcg-ltd.co.uk).