



Privacy Policy

When you chose to shop with us, you've placed a great deal of trust in our business. You rely on our top-quality service, products and expect positive shopping experience.

It does not end there, and we have further responsibilities towards our customers such as protecting your personal data which we collect from you.

This privacy policy explains how we collect, protect, use, and disclose what personal information we collect from you when you use our website at **www.jjfoodservice.com** or any other website we operate, or over the phone or face to face.

JJ Food Service Ltd and associated companies ("we", "us" and "our") may change this policy from time to time by updating this page.

Your personal data

When you open an account with us either over the phone, online or face to face in one of our Branches we would require you to provide us with your basic personal information in order to be able to provide you with the best service possible. We will treat all this information in accordance with the terms and conditions of this privacy policy which is in compliance with General Data Protection Regulation.

By entering your personal information in our website, you accept that we may retain your information and it may be held by any third-party company that processes it on our behalf.

Which data we collect and why

The data we collect via our website or through correspondence with you plays a vital part which enables us to operate and improve the service we offer you.

We gather information in the following ways;

- When you register with us via our website we ask you to provide personal information such as your first name, middle name, last name, address or business address and contact details including e-mail addresses, mobile/phone numbers and position in company. We store this information in our data base which enables us to recognize you as our customer. This way we can offer our services to you and deal with your orders.
- If you choose to pay online for the goods you order, we also ask for payment card information however we do not store any of those details.
- We also keep a record of your buying history to improve the quality of your shopping experience with us and make it quicker for you to find the products that you purchase regularly.
- We keep a record of any e-mail correspondence you send us. This helps us to keep track of any problems you've had with our products or services.
- Telephone calls made to our Customer Service Helpline may be recorded for monitoring and quality control purposes.
- We may collect information about you from third party service providers such as credit reference agencies, this is necessary for us to recognize you as a trusted customer.



- 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, screen resolution, operating system and platform; and
- Information about your visit, including the full Uniform Resource Locators, clickstream to, through and from our site (including date and time), 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.

Cookies

A cookie is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing which is used to distinguish you from other users of the site.

- We use cookies for analytics such as Google Analytics and Microsoft Application Insights and others.
- We use content delivery partners who may use cookies to help speed the delivery of images and content.
- By continuing to use our sites you agree to the use of cookies.
- You should be aware that this privacy policy applies only to our sites. Importantly, it does not apply to any other websites to which a link may be provided on our sites. We cannot control and are not responsible for the actions of third parties operating such sites. You should not take the existence of a link from any other website to mean it has a privacy policy similar to this one. You should review the privacy policy of any such website.

How we use your data

We use your personal information only to

- Register you as a customer
- Deal with your order and supply you with our products and services
- Plan and manage our business activities
- Deal with your requests
- Analyze customer's shopping behaviors and preferences
- Gather statistical information and conduct marketing research to provide third parties in an anonymised form
- Inform you about our promotions, offers, events, products and services as described in the "marketing" section below
- Improve our products and services
- Prevent and detect any fraud
- Allow us to comply with any requirements imposed on us by law or court order
- Notify you of orders you have placed, and their status updates including delivery or collection times, price changes or an update about an outstanding query
- To enable us to issue a notice or corrective action to you in relation to any of our products, services or notifying you about changes to our terms and conditions or privacy policy



- Notify you of price changes, new products, and special offers to help you find the best products we supply.

By registering an account with us you are agreeing that your personal information can be handled for the above conditions.

Marketing

We may contact you to provide you with information regarding promotions, product news or new catalogue updates. This communication will cover products sold, services sold or services sold on behalf of us.

Find the following details on how to unsubscribe from our marketing

- **Email** When we send an marketing email you can click unsubscribe at the bottom of the email or go to <https://www.jjfoodservice.com/maillinglist> enter in your e-mail address.
- **SMS** When we send Marketing SMS you can send a STOP message back to unsubscribe.
- **Postal** When we post a booklet to you it will have details about how to unsubscribe or you can email postalunsubscribe@jjfoodservice.com with your postal address

Sharing your personal information

We work with external companies to process your credit card payments and third-party service providers such as credit reference agencies for gathering information which will enable us to open a credit account for you.

Where we have reason to suspect fraud or the commission of any other criminal offence, we may share your data (such as your name, address information, details of failed payments and your orders history) with crime prevention agencies and certain third parties for the purpose of detecting and preventing crime. Such third parties may include business partners, law enforcement bodies, providers of fraud prevention and detection services, and recipients of fraud prevention and detection services.

If we intend to share your data for any reasons other than set out above, you will be notified and have the opportunity not to allow us to release this information to any third parties.

How we secure your data

We do not hold any cardholder information in our data base, all payment details will be stored and processed via associated partners who are GDPR compliant.

Your account details are stored in our data base and strictly protected with an encryption system, only authorized personnel can access the data when it is necessary.

We have electronic, physical and procedural safeguards in place to ensure your account information is not disclosed to any third party without your permission. We may occasionally request proof of identity before we disclose personal information to you.



Our websites use end to end encryption (HTTPS), to a high level ensuring that communications on our websites are strongly encrypted. We regularly test the encryption of our servers to ensure that they remain so.

Where we transfer your personal information outside of the European Economic Area (to help fulfill certain business functions), we ensure it is protected by the same level of protection as it has within the EEA.

How long do we retain your data

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or legal requirements.

Access Request to your Information

You can have access to the information we hold about you.

If you wish to do so, we advise you to email privacy@jjfoodservice.com stating "Subject Access Request", your name, customer account number and what type of personal data you would like to receive. We will ensure our data protection representative will respond to your request.

Modifications to this Privacy Policy

By using any of our Sites, you agree to this Privacy Policy. This is our entire and exclusive Privacy Policy and it supersedes any earlier version. We may change this Privacy Policy at any time by posting a revised version on our Sites and we therefore encourage you to periodically review this Privacy Policy to stay informed as to how we are protecting the Personal Information we collect. Your continued use of our sites constitutes your agreement to this Privacy Policy and any updates.

Most current version of this policy can be found at <https://www.jjfoodservice.com/PrivacyPolicy>

Further information

If you have questions about your personal information or our privacy policy, please contact us at privacy@jjfoodservice.com. To see all the information we have about you, and to correct any inaccuracies, write to:

Data Protection Representative
JJ Food Service Limited
7 Solar Way, Innova Park
Enfield, Middlesex
EN3 7XY