

# **JEANIE MARSHAL CUSTOMER PRIVACY POLICY**

Jeanie Marshal Foods UK Limited is a company registered in England and Wales.

## **OVERVIEW**

Maintaining the security of your data is a priority at Jeanie Marshal, and we are committed to respecting your privacy rights. We pledge to handle your data fairly and legally at all times. Jeanie Marshal is also dedicated to being transparent about what data we collect about you and how we use it.

This policy provides you with information about:

- how we use your data;
- what personal data we collect;
- how we ensure your privacy is maintained; and
- your legal rights relating to your personal data.

## **How we use your data**

### **General**

Jeanie Marshal collects data about the company you work for:

- to provide goods and services to you;
- to manage any registered account(s) that you hold with us;
- to verify your identity;
- for crime and fraud prevention, detection and related purposes;
- to enable Jeanie Marshal to manage customer service interactions with you; and
- where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute).

## **Sharing data with third parties**

### **Our service providers and suppliers**

In order to make certain services available to you, we may need to share your company data with some of our subsidiary companies or outsourced service providers. These include, but are not limited to, production and delivery service providers.

Jeanie Marshal only allows its service providers to handle your personal data when we have confirmed that they apply appropriate data protection and security controls. We also impose contractual obligations on service providers relating to data protection and security, which mean

they can only use your data to provide services to Jeanie Marshal and to you, and for no other purposes.

### **Other third parties**

Aside from our service providers, Jeanie Marshal will not disclose your personal data to any third party, except as set out below. We will never sell or rent our customer data to other organisations for marketing purposes.

We may share your data with:

- governmental bodies, regulators, law enforcement agencies, courts/tribunals and insurers where we are required to do so: -
- to comply with our legal obligations;
- to exercise our legal rights (for example in court cases);
- for the prevention, detection, investigation of crime or prosecution of offenders; and
- for the protection of our employees and customers.

### **How long do we keep your data?**

We will not retain your data for longer than necessary for the purposes set out in this Policy. The longest we will normally hold any personal and company data is 5 years.

### **What data do we collect?**

Jeanie Marshal may collect the following information about you:

- your name and your company name;
- your contact details: postal address including billing and delivery addresses, telephone numbers (including mobile numbers) and e-mail address;
- purchases and orders made by you;
- your location;
- your correspondence and communications with Jeanie Marshal; and
- other publicly available personal data, including any which you have shared via a public platform (such as a Twitter feed or public Facebook page).

Our websites are not intended for children and we do not knowingly collect data relating to children.

This list is not exhaustive and, in specific instances, we may need to collect additional data for the purposes set out in this Policy.

## What can you do to help protect your data?

Jeanie Marshal will never ask you to confirm any bank account or credit card details via email. If you receive an email claiming to be from Jeanie Marshal asking you to do so, please ignore it and do not respond.

## Your rights

You have the following rights:

- the right to ask what personal and company data that we hold about you at any time;
- the right to ask us to update and correct any out-of-date or incorrect personal and company data that we hold about you free of charge; and

If you wish to exercise any of the above rights, please contact us using the contact details set out below.

## Legal Basis for using data

We are required to set out the legal basis for our 'processing' of personal data.

## General

Jeanie Marshal collects and uses customers' personal data because it is necessary for:

- the pursuit of our legitimate interests (as set out below);
- the purposes of complying with our duties and exercising our rights under a contract for the sale of goods to a customer; or
- complying with our legal obligations.

Customers **have the right to withdraw consent at any time**. Where consent is the only legal basis for processing, we will cease to process data after consent is withdrawn.

## Our legitimate interests

The normal legal basis for processing customer data, is that it is necessary for the legitimate interests of Jeanie Marshal, including:-

- selling and supplying goods and services to our customers;
- protecting customers, employees and other individuals and maintaining their safety, health and welfare;
- promoting, marketing and advertising our products and services;
- improving existing products and services and developing new products and services;

- complying with our legal and regulatory obligations;
- preventing, investigating and detecting crime, fraud or anti-social behaviour and prosecuting offenders, including working with law enforcement agencies;
- handling customer contacts, queries, complaints or disputes;
- managing insurance claims by customers;
- protecting Jeanie Marshal, its employees and customers, by taking appropriate legal action against third parties who have committed criminal acts or are in breach of legal obligations to Jeanie Marshal;
- effectively handling any legal claims or regulatory enforcement actions taken against Jeanie Marshal; and
- fulfilling our duties to our customers, colleagues, shareholders and other stakeholders.

## Contact Information

If you have any questions about how Jeanie Marshal uses your personal data that are not answered here, or if you want to exercise your rights regarding your personal data, please contact us by any of the following means:

- phone us on: 0203 817 2713;
- e-mail us at: [sales@jeaniemarshalfoods.co.uk](mailto:sales@jeaniemarshalfoods.co.uk); or
- write to us at:

Jeanie Marshal UK Limited  
Unit 26 Gatwick International Distribution Centre  
Cobham Way  
Crawley  
Sussex  
RH10 9RX

You have the right to lodge a complaint with the Information Commissioner's Office. Further information, including contact details, is available at <https://ico.org.uk>

## Updates

This policy was last updated in May 2018.