

Privacy Policy

This Privacy Policy sets out the data processing practices carried out through the use of the Internet and any other electronic communications networks by Black Pepper (Ledbury) Ltd. If you have any requests concerning your personal information or any queries with regard to these practices please contact the Customer Care Team at:

Address:

Black Pepper School Lunches
Unit 3 Link Business Centre,
Link Way,
Malvern,
Worcester
WR14 1UQ

Telephone:

Email: alice@blackpepperlunches.com

Please note that all data captured will be used and held in accordance with UK law.

Information collected

We collect information from visitors to this website via the following:

- To process transactions and send out relevant information about your order (e.g. order confirmation emails, shipping emails)
- Through the use of online forms (such as using the 'contact us' form)
- Analytics data to help us improve our store

Use of personal information

We process personal information collected via this website for the purposes of:

- Providing and personalising our services
- Dealing with your enquiries and requests
- Providing you with information about our products and services
- Administering orders and accounts relating to our suppliers or customers
- Administering membership records
- Maintaining information as a reference tool or general resource
- Carrying out market research campaigns
- Crime prevention and prosecution of offenders

Please note we routinely delete customer accounts that have not placed an order with us within the last 2 years. We do not keep user data longer than necessary and as such remove data we consider to be old periodically.

Disclosures

We may transmit your data to companies we work with in order to provide you with a service. All companies we work with store data on secure servers compliant with GDPR. We may also be required to send data to government bodies and law enforcement agencies in rare occasions. Should the business be sold, the successors in title to our business will receive your data in order to continue providing you with a service.

Other websites

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours. We cannot be held responsible for the processes of these third parties.

Subject access requests

You have the right to see what personal data we hold about you. To obtain a copy of the personal information we hold about you, please write to us using the details at the top of this page. This is usually free, however we reserve the right to charge a fee if the request is excessive.

Internet-based transfers

Given that the Internet is a global environment, using it to collect and process personal data necessarily involves the transmission of data on an international basis. This means for instance that data you pass to us may be processed outside the European Economic Area, although the data will always be held securely and in line with the requirements of UK data protection legislation. By communicating electronically with us, you acknowledge and agree to our processing of personal data in this way.

Use of cookies

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. We use cookies on our website to provide you with the best possible service, but you can disable them. You can do this via the controls on our website when you first visit us, or using the settings in your web browser.

We use cookies to identify you when you visit this website and to keep track of your browsing patterns and build up a profile. We might for example use this information to show you more relevant products on our site, include those products in our marketing emails (if you are subscribed to them), or to personalise your experience.

Most browsers will allow you to turn off cookies. If you want to know how to do this please look at the menu on your browser, or look at the instruction on [the ICO](#). Please note however that turning off cookies will restrict your use of our website.

By continuing to use this site you are agreeing to the use of cookies as detailed above.

Amendments

Please note that this policy is subject to change from time to time.

Contact details

Alice Mabey
01684 891560

alice@blackpepperlunches.com

David Mabey

07771 960095

dave@blackpepperlunches.com

Version: 5.3

Date: November 2024

Signed: *Alice Mabey / DS Mabey*

Name: Alice Mabey / David Mabey

Position: Director / Manager

Date of next review: November 2025