

# Privacy Policy

## Privacy Policy

Porthia Bespoke Catering

### 1. Introduction

In May 2018 new regulations, known as the General Data Protection Regulations (GDPR), came into effect. These regulations detail how we handle your personal information and data.

We are committed to respecting and protecting your privacy. Our Privacy Policy explains what sorts of personal data that we may collect about you when you use our services.

It also outlines how we store and handle the data and keep it safe.

### 2. Why do we have a Privacy Policy?

To explain to you how we may collect and process your data. This includes interaction with our website, including any information that you may provide when you sign up to receive emails from us, as well as pre-ordering items from our shop or other general enquiries. It also gives information about what personal data we collect and how we use it.

### 3. How do we collect your data?

We use different methods to gather information from and about you. These may include information that you may give us when making contact with us directly, by either telephone, in person or by email, pre-ordering items with the shop, either online, in person, by email or by telephone or when you interact with us on social media platforms.

We do not use cookies or store any personal information including IP addresses on our website. We use [Google Analytics](#) to record anonymous usage of the site but these metrics do not allow us to personally identify any user.

Please note that although we may link our website to other websites we are not responsible for any data or Privacy policies of these third-party sites. It is your responsibility to ensure that these sites are complying with GDPR requirements regarding the use of your personal information.

#### 4. What Personal data do we collect?

We can only fulfil directly made restaurant reservations and shop orders if we collect certain types of personal information. This may include your name, address, telephone number and credit card information.

#### 5. What do we do with your Personal data?

With your consent we will use your personal data to keep you informed about details of our services and products.

We can only fulfil certain services that we provide by using your personal data, This may include restaurant reservations, events, and processing and fulfilling orders placed online or through the shop.

#### 6. Data Information Security

We will never sell your data outside of the Group of companies. We have trusted business and technical partners whom we share data with to process credit and debit card payments and provide a range of services, including for fraud protection purposes.

Any information provided is the minimum amount needed to carry out their specific services. They are bound by GDPR covenants and must process the personal information accordingly.

You should be aware that if we are requested by the police or any other regulatory authority investigating suspected illegal activities to provide your personal information, we are entitled to do so.

In order to minimise the risk that there is any form of unauthorised access to data, we use password protection, encryption and restrict access to those

who need it to carry out their duties. Highly sensitive data such as credit card information is either processed by a specialist third party who are bound by the highest levels of PCI DSS security protocols or physically locked away with very restricted access.

We will take every step we can to ensure that the information you give us is kept safe although by using our website you acknowledge that the internet is not a 100% secure medium and therefore we cannot guarantee that information you send us, or that we send you, over the internet will be completely secure and as such we are not responsible for any damages to you or others as a result of information losing confidentiality in transmission.

#### 7. Data Retention

Whenever we collect or process your personal data, we will only keep it for as long as necessary for the purpose for which it was collected, for example our Private Event enquiry form. At the end of the retention period your data will either be deleted completely or destroyed to render it anonymous, for example, by cross cut shredding.

This Privacy Policy will be updated from time to time as required.

#### 8. Contact Information

If you have any questions in regard to this document, please email us at [contact@porthia.co.uk](mailto:contact@porthia.co.uk)