



OUR PRIVACY POLICY

Pathos Premium Food Products Limited
53 Willow Lane - Mitcham - Surrey - CR4 4NA – UK

This privacy policy will explain how our company uses the personal/company information collected from you when you use our website and do business with us.

Your company information

In order to enter into a trading relationship with Our Company, we will collect, store and use elements of your personal data.

The processing of this personal data is necessary for our company to administer your account and to provide the products and services you have requested from us. We hold your information on our accounting system and haulage booking system.

Processing of your personal data

Under the GDPR (General Data Protection Regulation) we collect, process & use any personal or company information about you electronically using lawful bases, in order to administer your account and to provide the products & services you have requested from us.

What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Company identification information (Name, address, company registration, phone number, emails, credit application, bank details, etc.) when ordering.

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Contact us for general enquiries on our website.
- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey ; answer emails, etc.
- Use or view our website via your browser's cookies.

How will we use your data?

Our Company collects your data so that we can:

- Process your enquiry, order and/or manage your account.
- Customer service & Delivery of goods.

- Email you with special offers on other products and services we think you might like.

We may use third parties to process your data for the sole purpose of providing the service you use. We do not allow third parties to use your personal data for their own purposes, we only permit them to process your personal data for our specified purposes.

When Our Company processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

We will also disclose your personal data to third parties:

- if we are under a legal duty to disclose or share your personal data in order to comply with any legal obligation, or any lawful request from any legal or regulatory authority.
- or to respond to any claims, and to establish, exercise or defend our legal rights.

How do we store your data?

We ensure the security of any personal/company information we hold by using secure data storage technologies and precise procedures in how we store, access and manage that information. Our methods meet the GDPR compliance requirement.

In order to comply with the General Data Protection Regulations, data will not be held for any longer than necessary and dependent on the nature of the data.

Marketing

Our Company would like to send you information about products and services of ours that we think you might like. If you have agreed to receive marketing, you may always opt out at a later date.

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Our Company erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Our Company's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

Call us at: 0208 640 9398

Or email us at: enquiries@pathosolives.co.uk

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our website, we may collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Our Company website may contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page.

Also, Our Company's information and images that is available for our customers should not be shared without our permission.

How to contact us

If you have any questions or complaint about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: enquiries@pathosolives.co.uk

Call us: +44 (0) 20 8640 9398

Or write to us at: Pathos Continental Foods - 53 Willow Lane - Mitcham - Surrey - CR4 4NA - UK