



## Privacy Notice for Riverside Foods

Riverside Foods takes your privacy seriously. We are a “controller” of the personal information that you provide to us and this privacy notice sets out how, why and for how long we will use your personal data, as well as with whom it is shared. It also explains your legal rights as a data subject and how to exercise them.

### What we need from you

When you become a customer of Riverside Foods or if you are in discussions or contact with our sales representatives with the possibility of becoming a customer of Riverside Foods or with an employee of Riverside Foods for business purposes, we will ask you for some or all of the following contact information: name, organisation, address, email address, phone number. If you do not provide us with this information, it will affect our ability to deliver our products and services to you.

### Why we need your personal information – contractual and legitimate purposes

We need to collect information so that we can manage your relationship with us. We may use this information to:-

- Provide you with core services; customer service, to discuss product orders, product deliveries etc.
- Provide you with new product information or product promotional offers
- Provide you with company information or news updates
- Contact you for feedback or to discuss concerns or complaints
- Conduct a credit check on your organisation

### Who we share your personal information with

We do not share your personal data with any other organisation.

### How we store and protect your personal information

We hold your data on our secure company server in a secure database which is accessible by employees of Riverside Foods only. The server and database are password protected.

### How long we keep your personal information

We keep your personal information for as long as necessary to provide you with our products or services or to provide us with historical information if you are no longer our customer. We will review your personal information when you have ceased being our customer for a period of 2 years or more.

### You have a right to:

- Change your communication preferences at any time
- Request that we correct your personal data if you believe it is inaccurate or incomplete
- Request that we delete your personal information at any time
- Request what data we hold about you at any time

All queries should be directed to Louise Reid [louisereid@riversidefoods.co.uk](mailto:louisereid@riversidefoods.co.uk) in the first instance.

If you are dissatisfied you have a right to raise a complaint with the Information Commissioners Office at [www.ico.org.uk](http://www.ico.org.uk)