

Privacy Policy

Context and overview

Key details

- Policy prepared by: AiP Group of Companies
- Approved by board / management on: 14/03/2018
- Policy became operational on: 02/04/2018
- Next review date: 01/03/2020

Introduction

Alliance In Partnership, Class Catering & The Contract Dining Company are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people whose data we may hold, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent by email to enquiries@ainp.co.uk or by writing to AiP Group of Companies, Suite 440, 4th Floor, West Wing, TriGate, 210-222 Hagley Road West, Oldbury, West Midlands, B68 ONP. Alternatively, you can telephone 0121 420 3030

Who are we?

AiP Group of companies is made up of Alliance In Partnership, Class Catering & The Contract Dining Company. We provide a first class catering solution to the educational sector, currently supplying over 75,000 schools meals every day to over 300 schools and colleges.

How do we collect information from you?

We normally obtain information via contractual agreements with our suppliers and clients. We may also obtain personal information such as e-mails and telephone numbers enquires made by potential suppliers or clients.

What type of information is collected from you?

The personal information we may collect may include names, e-mail addresses and telephone numbers. Our finance department may also collect bank details in order to ensure invoices can be sent and payments can be made appropriately.

Due to the nature of our business activities we may also obtain information regarding the end users dietary requirements.

How is your information used?

We may use your information to:

- Send and receive payments
- Fulfil our contractual obligations arising from any contracts we have in place
- Notify you of any changes to our services
- Seek feedback regarding the services we provide

We review our retention periods for personal information on a regular basis. Where we are legally required to hold some types of information, we will do so in order to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

Only those within the organisation who require your personal information to fulfil their duties and our contractual obligations with you will have access to your information. For example the finance department will need bank details in order to make payments.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers: We may pass your information to our third party service providers for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the AiP Group of Companies for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so or by law, for example, by law enforcement agencies such as the police.

Your choices

By entering an agreement or contract with AiP Group of Companies you are agreeing to the terms of this policy and for us to use your personal information in context with the agreement/contract.

We will only obtain your personal information to fulfil contractual and legal obligations. We will not use your information for marketing purposes, unless you have provided us with consent to do so.

If for any reason you no longer wish for us to hold your details, or would like to inform us of any changes to your information we hold then you can do so by contacting us using the methods and details stated in this policy.

You have the right to ask for a copy of the information we hold about you. This information will be provided free of charge. However, in certain circumstances, such as extra copies of personal information, we may charge £10 to cover administrative costs.

Security

We take steps and have procedures in place to ensure that the personal information we hold is kept secure.

Authority is granted to use your personal information only to those within our organisation who need it to fulfil their duties and contractual obligations.

We use secure systems to ensure that our computers and laptops are password protected and access to certain drives on our server are also password protected, backed up and maintained.

For any information we hold on people under the age of 13 we will take steps to ensure that the parent or guardian has given consent on their behalf.

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| Name: | Sally Tyson |
| Position: | Director |
| Date: | 1 st February 2020 |
| Signature: |  |