

Privacy Notice

Pure Catering CaterSOFT

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Who are CaterSOFT?

CaterSOFT is a software as a service which Pure Innovations utilise for customers of Pure Kitchen to purchase goods.

What is Pure Kitchen?

Pure Kitchen is a bakery operating in the ground floor of Greylaw House, Stockport, SK1 1LZ. It is part of Pure Innovations service and provides opportunities to adults and young people with disabilities from the local community. As well as servicing Pure's commercial cafes Pure Kitchen offers external catering to the public and businesses.

How will your information be used?

When registering for use as a customers of Pure Kitchen via CaterSOFT you will need to provide:

- Company name (if applicable)
- Full name of the person processing the booking.
- Billing Address of business
- Delivery Address
- Email Address
- Contact Number

The above will be used in order to:

- Process orders
- Communicate with you about your order
- Produce invoices
- Collect feedback to enable us to improve our services
- Send marketing about upcoming offers and improved services

What do we do to make sure your information is secure?

All the information you provide will be kept securely. To do this we comply with a number of information security standards. We want you to know that your information will be subject to strict measures and procedures to make sure it can't be seen by anyone who shouldn't see it.

The protections that are in place include:

- All staff have to comply with Information Security policies and procedures. These set out how your information is protected by using technology
- All laptops are encrypted and will need a unique logon password and ID to be able to get onto the computer systems
- The servers that your information is stored on are encrypted and protected to strict international standards
- CaterSOFT utilises Multi Factor-Authentication
- Staff will have undergone employment checks
- All staff receives specific training around how to handle information properly
- Any data transfer will be secure, for example, using encryption.

How long will we keep your information?

- Your information will be stored on the system for a maximum of 12 months after the last time you have placed a booking. At this time all your information will be removed from the CaterSOFT system. If you wish to place a booking after this time you will need to re-register on the customer portal.
- You may request the removal of your details from the system at any time by sending an email to windmill@pureinnovations.co.uk.

Information Rights

Under data protection laws, you have various information rights. These include:

- Requesting copies of your information.
- Raising concerns if you think your information is not being used properly.
- Making sure your information is accurate and up to date.
- Objecting to how your information is being processed.
- Asking for your information to be forgotten.

We'll try our best to fulfil your request, but there may be some situations where we will not be able to do this in full.

When requesting your personal information, you will be asked to provide the following information:

- Your full name, address and contact telephone number
- Any information used by the organisation to identify or distinguish you from others of the same name (account numbers, unique identifiers etc.)
- Details of the specific information you require and any relevant dates

The Information Commissioner's website (<https://ico.org.uk/for-the-public/>) has more details about your rights when asking for your information. They also have a template letter for you to use.

If you feel your information is not being used appropriately, please raise your concerns with the Catering Supervisor at Pure Kitchen or the Catering Manager Rob Baker

Pure Catering Manager – Rob Baker 07730 028813

If you are not comfortable doing this you may email the Data Protection Officer at the relevant organisation:

Pure Innovations – Liam.Doran@Pureinnovtions.co.uk 0787 2424580

Sharing your information

Information relating to you or your business will be kept on CaterSOFT. Your information will not be shared with any other third party.