



PRIVACY NOTICE FOR CUSTOMERS

COOKIE BAR PRIVACY NOTICE

At Cookie Bar we take your privacy seriously and will ensure your personal and company information is kept secure.

HOW WE USE INFORMATION ABOUT YOU OR YOUR COMPANY

We need to process information about you for the following reasons:

Contractual purposes

- To manage, invoice and deliver orders and subscription service

Legitimate interests

To meet the legitimate aims of the Cookie Bar in serving our customers this includes:

- Responding to any comments, questions or complaints you may send us

You have the right to object to any of the above uses of your information by contacting us. Please note that in some cases, this may affect our ability to carry out the things we need to do for you to volunteer or take part in certain activities.

Legal reasons

- To comply with applicable laws and protect legitimate interests and legal rights. This includes, but is not limited to the use of your information relating to legal claims and compliance and regulatory activity.
- With your consent, we may send you information by email or via social media about our news, activities, products and opportunities that we think will be of interest to you. You can ask us to stop sending you this information at any point by informing Debbie Seagrove.

WHY WE SHARE YOUR INFORMATION

We will not share your information with any other organisations except with your consent or in exceptional/emergency circumstances where we believe that the sharing of information about you is vital to protect you or another person.

INDIVIDUAL RIGHTS

You have the right to see the personal information we hold about you or you can also request a copy of any other information we hold by writing to us.

If we do hold other information about you, you can ask us to delete it or correct any inaccuracies. We will either make the requested amendments or provide an explanation as to why we are not making changes.

If you no longer wish to remain a customer with us we will hold your information till the end of the financial year, and not more than 12 months following your departure. After this period, the information you have provided will be deleted, except where there is a legitimate and lawful reason to continue to hold your data.

CHANGES TO THE PRIVACY NOTICE

We keep our privacy notices under regular review.

Debbie Seagrove

Cookie Bar Manager