

Privacy Policy Notice

Rose & May Limited

The policy: This privacy policy notice is for our website; <https://roseandmaydeli.co.uk> and served by Rose & May Limited, registered at White House, Wollaton Street, Nottingham, Notts, England, NG1 5GF and governs the privacy of those who use it.

The purpose of this policy is to explain to you how we control, process, handle and protect your personal information while browsing or using this website, including your rights under current laws and regulations. If you do not agree to the following policy you may wish to cease viewing / using this website.

Policy key definitions:

- "I", "our", "us", or "we" refer to the business, Rose & May Limited
- "you", "the user" refer to the person(s) using this website.
- GDPR means General Data Protection Act.
- PECR means Privacy & Electronic Communications Regulation.
- ICO means Information Commissioner's Office.
- Cookies mean small files stored on a user's computer or device.

Processing of your personal data

We may collect personal data if a website visitor sends us an email directly using one of the links across our website.

If you provide personal information to us via telephone or email, we will use this information to help us establish the type of product you require and to assist you in purchasing from us, if you require our services.

If you decided to not use our services, we will remove all record of your correspondence from our IT systems.

We will never sell your data to any third parties or use your data for marketing purposes.

If, as determined by us, the lawful basis upon which we process your personal information changes, we will notify you about the change and any new lawful basis to be used if required. We shall stop processing your personal information if the lawful basis used is no longer relevant.

Processing of your personal data for online orders

We also operate an ecommerce online store as part of our website. If you complete an order through our ecommerce store we will capture and process the following information from you;

- First and Last Name
- Company Name (optional)
- Full UK Address including postal code
- Telephone number
- Email address

We collect this information from you so that we can fulfil your order, offer special delivery rates for our local delivery service (based on your address) and allow a postage service for orders which are to be delivered by Royal Mail rather than collected from our shop in Bingham.

We use your email address and/or telephone number so that we can keep you informed about the progress of your order. We send email updates once an order is ready, along with supplying you with a copy of your receipt/invoice once payment has been received. We may use your telephone number to contact you regarding your order in an emergency where a prompt response is required.

Please be aware that we will never sell your personal data onto any third party nor do we use any marketing / advertising systems that require the use of personal data from our customers.

Processing of your credit / debit card for online orders

Once an order is confirmed on our website, you will be taken to our card merchant landing page for card payment processing. This portal is hosted away from our website environment and is a direct link to our card merchant's (Card Saver) payment gateway service. As such Rose and May Ltd, hosted at <https://roseandmaydeli.co.uk> is unable to view any of the card information entered and as such we cannot and do not store your card details on our website.

Website SSL Certificate

Our website <https://roseandmaydeli.co.uk> runs a secure socket layer (SSL) certificate ensuring that all information you have entered into our website is transmitted securely from your device to our servers.

You can view our SSL Certificate details at any time by clicking the padlock icon displayed in the address bar at the top of your browser window.

Your individual rights

Under the GDPR your rights are as follows. You can read more about your rights by visiting the ICO website – ico.org.uk

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object; and
- the right not to be subject to automated decision-making including profiling.

You also have the right to complain to the ICO [www.ico.org.uk] if you feel there is a problem with the way we are handling your data.

We handle subject access requests in accordance with the GDPR.

Internet cookies

We use cookies on our website to help us establish if our website is effective and offers a good user experience to our visitors. We do this by placing a small text file on your device / computer hard drive to track how you use the website, to record or log whether you have seen particular messages that we display and to keep you logged into the website where applicable. These text files are referred to as cookies.

We also use cookies to log your IP address location. (A rough geographic location to help us establish where our website audience is located)

We also use cookies to see which pages of our website are viewed the most, at what time of day and of what day of the week. This helps us to ascertain how successful our website is and which pages are proving the most popular.

We also use cookies to log how long a user spends on specific pages of our website.

By continuing to use our website, you agree to the use of cookies as detailed above.

Your web browser should provide you with the controls to manage and delete cookies from your device, please see your web browser options.

Data security and protection

We ensure the security of any personal 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.

Transparent Privacy Explanations

We have provided some further explanations about user privacy and the way we use this website to help promote a transparent and honest user privacy methodology.

Sponsored links, affiliate tracking & commissions

Our website uses no sponsored links, advertising or commission based systems.

Email marketing messages & subscription

Rose & May Limited uses no email marketing software or subscription based software.

Queries regarding our Privacy Policy

If you have any queries regarding our Privacy Policy, please feel free to contact us via the following methods

07757 530579

hello@roseandmaydeli.co.uk

Unit 10, Post Office Yard Shops
Long Acre
Bingham
NG13 8AF