

Privacy Policy

The Waterfront Catering Company are a bespoke wedding and event caterer. This policy explains what personal information we hold and our purposes for doing so in order to be fully compliant and transparent.

Obtaining information

The Waterfront Catering Company ask for personal contact information from people in order to contact prospective customers, who have requested information relating to services we provide. This is done through our website enquiry form, or by contacting us by the telephone or email address provided on our website or marketing material.

Consent to be contacted

When contacting The Waterfront Catering Company, we will use the personal information provided by the customer to respond to their message only in relation to the enquiry that the customer has made, the personal information will not be passed on to any third party without written consent from the customer.

If attending a public event, customers may provide us with their contact details to allow us to contact them with information relating to services we provide. At this time, customers will be required to fill in a 'Consent Form' to say that they allow us to use the information they have provided to contact them at a later date. Customers will do this by 'opting in' and signing the consent form.

When you make a booking.

When completing a booking, customers will be required to provide information relating to the booking and to enable us to carry out the services we provide to the satisfaction of the customer.

What information we hold and how we use it:

When making a booking we are required to obtain information relevant to the service being provided, including but not limited to: customers name(s), email address, telephone number, billing address, event address. The information gathered is used lawfully and only to enable us to provide the services for which we are providing. This information is stored securely as described below and for the necessary duration to complete our services to the customer, fulfil our obligations to HMRC and for insurance purposes.

Relevance of information we collect:

All the personal information we collect from customers is relevant to the services we can/are providing and is not excessive. The information is used lawfully to successfully provide our catering service to the high standards we advertise and with the efficiency expected of our company.

Security

The Waterfront Catering Company take the security of customers personal information very seriously. All electronic copies are stored on a password protected computer. All hard copies are stored in a locked file. This information is only able to be accessed by partners of The Waterfront Catering Company.

Access to your information:

You have the right to request what personal information we hold on you. All requests can be made in writing by emailing us. We want to make sure your information is kept up to date at all times, therefore you can request that incorrect information be corrected or removed by contacting us.

Customers will be notified as soon as this information is corrected or removed. Such is the nature of our business and the necessity to hold certain personal information, that requests to remove all personal information may require termination of the provision of our services.

Our Website:

Our website is designed and kept up to date by The Waterfront Catering Company and provided through Wix. Like most websites, Wix uses cookies to enhance the site visitors experience. Visitors are notified of the use of cookies on our website when they first click on our site by a pop up. A link is provided ('Learn More') with information on cookies and how to switch off cookies should the user wish to do so. This may affect the running of the website and some of its features.

Our website includes links to some other companies websites. This policy only applies to The Waterfront Catering Company.

Changes to our Privacy Policy

We endeavour to keep this policy up to date and will sometimes need to make some changes. This policy was last updated in May 2018.

More Information

For further information on the information on how your information is used, secured and your right to access, please contact us via email through our website www.thewaterfrontcatering.co.uk