

Privacy Policy

Your Information and Data Protection



Data Controller: Kalm Kitchen Ltd

What is this policy and how does it apply?

Your privacy is important to us. In this policy, we want to explain how we:

- Use your personal data.
- Comply with the data protection legal obligations which apply to us and our website so that you understand and have a choice about how your personal data is collected, used and stored (processed).

This policy applies when you use our website and when you communicate with us either in face-to face meetings, on the telephone or via email and in writing. It forms part of our terms and conditions which are printed on the back of our invoices. This policy was last updated on 13th December 2024. We may make changes to the policy (for example to keep up with changes to the law) so we advise you to check the policy as you use our website and our service.

Who are we?

We are Kalm (Holdings) Limited. We are a limited company registered in England and Wales; our registration number is 9362173. Our registered office is at Unit 5, Lascombe Estate, Highfield Lane, Puttenham, Surrey GU3 1BB. We have two subsidiaries:

- Kalm Kitchen Limited, a limited company registered in England and Wales; registration number: 6577558. Registered office: Unit 5, Lascombe Estate, Highfield Lane, Puttenham, Surrey GU3 1BB. Email address: info@kalmkitchen.co.uk
- Kalm Property Holdings Limited, a limited company registered in England and Wales; registration number: 15933774. Registered office: Unit 5, Lascombe Estate, Highfield Lane, Puttenham, Surrey GU3 1BB. Email address: info@kalmkitchen.co.uk
- Kin House Operations Limited, a limited company registered in England and Wales; registration number: 14171892. Registered office: Unit 5, Lascombe Estate, Highfield Lane, Puttenham, Surrey GU3 1BB. Email address: info@kalmkitchen.co.uk

Who do you contact about personal data or if I change my mind about how we can use it?

Our data protection representative is Rob Cadwell who you can email at r.cadwell@kalmkitchen.co.uk or telephone on 01483 813360.

What personal data and information do we collect?

Personal data is any information which could identify you, including your name, address, email address and IP address. Special category data is more sensitive, such as information about your health or ethnic origin.

Depending on how you use our website and the services you ask us to provide, we collect a range of personal data from you, including your name and contact information such as your address, telephone number and email address. We also collect information about any event or other service you ask us to either provide a quotation for or that you ask us to cater.

The information about your event will initially be limited to information such as its date, venue, style of event (such as wedding or canapé party) and guest numbers but, if you ask us to provide a quotation or ask us to cater the event then the information you provide us with will become increasingly more detailed. This detailed information is likely to include personal data about other people to whom you are connected such as your partner and, in the case of a seated meal we will ask for the names, in the form of a table plan, of all your guests. We will also collect the names and contact details of your suppliers such as the florist, entertainers, photographer, venue, marquee supplier and other companies and individuals connected to your event.

After the event, we may be provided with videos or photographs of your event either by you or by your

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photographer/videographer.

If you choose not to provide us with your own or other people's personal data we may be unable to provide some or all of the services you ask us to provide.

How do we collect personal data?

We may collect your personal data in the following ways:

- The enquiry form on our website.
- If you sign up to our mailing list.
- The information you provide to us by email, telephone or in face-to-face meetings when you:
 - Make an initial enquiry about our services.
 - Ask us to provide a formal quotation for our services.
 - Ask us to provide our services.
 - Work with our event managers to plan the provision of our services.
- Any surveys or feedback requests that you choose to complete.
- If you booked your venue before contacting us it is very likely that your chosen venue will have passed some of your personal data to us. Typically, they will tell us your name, potentially your partner's name, your email address, telephone number and the date of your events.
- While planning an event we often collect information about you and your event from other third parties. This might include but is not limited to, the florist, marquee supplier, other equipment hire companies, a cake baker, event planner, stylist, photographer, videographer and entertainers.
- After the event, we may be provided with videos and/or photographs of your event either by you or by your videographer/photographer.
- Information about your visits to our Website will include, (but is not limited to), your IP address, and online tracking such as location, browser and type of device you use.

How do we use personal data?

We use personal data so that we can:

- Communicate with you.
- Answer any requests for information about our services.
- On request provide a quotation for our services.
- Supply you with any services you have asked us to provide.
- Send you any information you have asked for or which may interest you, where you have consented to this happening, or information we need to tell you about.
- Deal with any request for help or answer your queries and to provide general customer support.
- To invoice you for our services.
- We may use photographs and/or videos of your event on our blog, website, Instagram, LinkedIn, Pinterest and other social media or in printed brochures for marketing purposes. These photographers are usually of our staff, food, the venue and styling. Except where you have provided us with the photographs, we endeavour not to publish photographs of you or your guests. Occasionally you or your guests may feature in the background of a photograph whose primary subject is of our staff, the food, styling or the venue. (If you require us not to publish photographs of you or your guests contact our event manager who is working with you to plan your event or contact Rob Cadwell r.codwell@kalmkitchen.co.uk.)

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- Give you the best user experience and to enable you to participate in any interactive features of our website.
- To analyse and monitor how our website is used and to help us to administer it (including security and fraud detection) and to run our business generally.

What is the legal basis for us processing your personal data?

Most of the information we collect, we collect directly from you. Sometimes we might collect personal data about you from other sources, such as third parties involved with your event. We use this information to supplement the personal data we already hold about you, to better inform, personalise and improve our services, and to validate the personal data you provide. Where we collect personal data, we'll only process it:

- to perform a contract with you, or
- where we have legitimate interests to process the personal data and they're not overridden by your rights, or
- in accordance with a legal obligation, or
- where we have your consent.
- If we don't collect your personal data, we may be unable to provide you with all our services.

Legitimate interest includes but is not limited to, preventing fraud, ensuring network and information security, processing employee or client data for HR or business purposes and direct marketing.

Who do we share your data with?

There may be times when we must share your personal data with others, for example, where the law requires us or to enforce our rights or protect others, such as for fraud prevention. This could include, but is not limited to, regulators, law enforcement bodies, government agencies, courts or other third parties where we think it's necessary to comply with applicable laws or regulations, or to exercise, establish or defend our legal rights. Where possible and appropriate, we will notify you of this type of disclosure.

An actual or potential buyer (and its agents and advisers) in connection with an actual or proposed purchase, merger or acquisition of any part of our business

We may share your data with other companies in the Kalm Kitchen group of companies.

We will share your personal data with other individuals or organisations where it is necessary for us to do so to provide the services you have requested of us. This includes, but is not limited to:

- For certain suppliers such as equipment, tableware, linen, marquee or styling hire companies we will potentially share you name and, if your event is being held at a private house, an address and telephone number.
- We will share our event planning document which contains all the information we hold about your event, including your personal data such as, but not limited to, your name, address, email address and telephone number with the venue at which the event is being held.
- We will share part or all of our event planning document which contains all the information we hold about your event, including your personal data such as, but not limited to, your name, address, email address and telephone number with the staff working on your event which in addition to our permanent and part-time staff who are contracted employees may include third party contract event staff who we have employed to work on your event.
- Our external accountants have access to our accounting system where we hold your name and potentially your address and email address.
- Other people where we have your consent.

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What are my personal data rights?

It's your personal data and you have certain rights relating to it. You have rights to:

- Know what personal data we hold about you, and to make sure it's correct and up to date.
- Request a copy of your personal data, or ask us to restrict processing your personal data or delete it.
- Restrict processing of your personal data in certain circumstances
- Object to processing your personal data in certain circumstances

You can exercise these rights at any time by sending an email to r.cadwell@kalmkitchen.co.uk. If you're not happy with how we are processing your personal data, please let us know by sending an email to r.cadwell@kalmkitchen.co.uk.

You also have the right to lodge any data protection complaints with the Information Commissioner's Office (ICO), the UK's supervisory authority. Visit www.ico.org.uk for more information including how to access their helpline.

How long will we keep your personal data?

We keep your personal data only for as long as it is reasonably required and then it will be deleted, destroyed or anonymised.

Our data retention policy is mostly driven by the legal requirement to keep accounting information for six years.

Most of the data stored about your event is supporting material to our accounting transaction with you.

Data Subject	How long personal information /data is kept
Prospective Clients	We will retain personal information for one year from the date that you made an enquiry that did not result in us providing you with our services.
Clients	We will retain personal information for six years from the end of the year in which we last provided you with contracted services.

Data is stored in a range of different places including in your hard copy event file and on the Company's server:

Third party cloud server (Microsoft 365 Suite),
Third party cloud data back up system (Microsoft 365 Suite)
On-line accounting system (Xero),
Email system (Microsoft 365 Suite)
Web-site and Blog (kalmkitchen.co.uk)
Customer Relationship Manager - Tripleseat
Social media (including, but not limited to, Instagram, LinkedIn, Pinterest)
And, in other IT systems.

Non personal information

When you use our website we may also collect non-personal information or aggregated information - that is any information about more than one individual where the individual's identity is unknown and cannot be inferred from that information. This helps us run our Website and business effectively.

What about third parties and social media?

You may visit or leave our Website by clicking a link to or from another website or platform operated by a third party - for example, you may use social media icons (such as Instagram, LinkedIn and Pinterest). If you do this, please also take the time to read the relevant privacy information provided by other websites/platforms because

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they may be different. Apart from as described above your information will only be shared where you have agreed to permit this.