Fresko Privacy Policy

**1) Introduction and purpose**

**Effective date:** 17th July 2023

Fresko is a member of The Fresko Group, which includes and Fresko UK. We are committed to protecting and respecting the privacy of our customers and partners, whilst utilising data to continually improve our customer experience. This Privacy Policy describes how personal data is collected, processed, disclosed, and protected in compliance with the United Kingdom’s Data Protection Act (2018) (DPA) and implementation of General Data Protection Regulation (GDPR).

1.1) Under this act, an organisation must follow the data protection principles:

**Lawfulness, transparency, and fairness**: Data processing is lawful, fair, and transparent.

**Purpose limitation:** Purposes of data collection must be specified, explicit, legitimate, and processed in a manner compatible with the purpose of collection.

**Data minimisation:** Personal data must be adequate, relevant, and not excessive for the purpose which it is processed.

**Accuracy:** Personal data processed for law enforcement purposes must be accurate, up to date, and reasonable steps taken to remove or rectify inaccurate data.

**Storage limitation:** Personal data processed for law enforcement purposes must be kept no longer than necessary for the purpose which it is processed.

**Confidentiality and integrity:** Personal data processed for law enforcement purposes must be processed in a manner ensuring appropriate security at a technical and organisational level.

This Privacy Policy contains a section covering the specifics of each data protection principle and how Fresko meets the requisite criteria.

1.2) Fresko is recognised as the data controller of personal data produced and collected at the restaurant by customers, employees, and suppliers. As such Fresko is the entity responsible for adherence to the DPA and implementing GDPR.

Questions and concerns regarding the collection, processing, and storage of personal data should be directed to the Chief Data Officer. They can be contacted in the following ways:

Email: [customerservice@fresko.com](mailto:customerservice@fresko.com)

Letter: 25-27 Clare Street, Bristol, City of Bristol, BS1 1XA

Due to the large volume of communications Fresko receives, our standard policy is to reply within two calendar weeks of receiving a communication. For non-digital communications, this window begins upon receipt of the communication.

2) Definitions and Key Terms

**Consent** - Freely given, specific, informed, and unambiguous indication of an individual's agreement to their personal data being processed for a particular purpose. Consent should be obtained before processing personal data, and individuals have the right to withdraw their content at any time.

**Data Breach** - A breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access to personal data. Data controllers are required to notify the relevant supervisory authority and affected individuals of any data breaches that may result in risks to their rights and freedoms.

**Data controller** – entity responsible for determining the purposes and means by which personal data from customers, employees, and suppliers are processed.

**Data Processor** - An entity or organization that processes personal data on behalf of the data controller. Processors are required to follow the instructions provided by the data controller and implement appropriate security measures to protect the data.

**Data Subject** - The identified or identifiable natural person to whom the personal data relates. Data subjects have rights under the GDPR, including the right to access, rectify, erase, restrict processing, object to processing, and data portability.

**Data Subject Rights** - The rights granted to individuals under the GDPR, including the right to access, rectify, erase, restrict processing, object to processing, and data portability. Data subjects can exercise these rights to have control over their personal data.

**Personal Data** - Any information that relates to an identified or identifiable natural person. This can include names, addresses, identification numbers, online identifiers, or any other data that can directly or indirectly identify an individual.

**Processing** - Any operation performed on personal data, such as collection, recording, organization, storage, alteration, retrieval, use, disclosure, or erasure. It encompasses a broad range of activities involving personal data.

**3) Lawfulness, Transparency, and Fairness**

3.1) To improve our services, Fresko collects the following data:

Customer personal identification information (First name, last name, telephone number, email address, allergies)

Customer booking details, both previous and upcoming (Booking name, number of customers, table number)

Customer order information (Booking, table number, menu item ordered)

Customer payment information (Payment method, amount)

Employee personal identification information (First name, last name, telephone number, email address, allergies, home address, date of birth, gender)

Employee employment information (job role, payment details, shift information)

Supplier information (name, address, telephone number, email address, order history).

3.2) Customers consent to collection of the data when accessing our website, completing an online booking form, making a reservation by telephone or email, and when making a payment. The types of data collected are specified in Section 3.1. The use case of this data is specified in Section 4.1.

3.3) Employees consent to collection of the data when signing a contract of employment and may be requested with approval from the Data Governance Officer, should additional information be required. The types of data collected are specified in Section 3.1. The use case of this data is specified in Section 4.3.

3.4) Suppliers consent to collection of the data when invoicing Fresko for deliveries. he types of data collected are specified in Section 3.1. The use case of this data is specified in Section 4.5.

**4) Purpose Limitation**

4.1) Customer data is collected in order to maintain our online booking system, contact customers with promotions, significant updates regarding Fresko, and managing customers’ existing bookings.

4.2) Employee data is collected for financial record keeping purposes, maintaining the schedule rota, and paying salaries.

4.3) Supplier data is collected in order to maintain inventory records and track supplies.

**5) Data Minimisation**

5.1) The only data collected by Fresko is outlined in Section 3. We do not collect any additional data beyond this.

5.2) Personal data collected by Fresko can only be used for those purposes outlined within Section 4.

**6)** **Accuracy**

6.1) To maintain the most accurate data, Fresko does not hold any duplicate records, more recent records supersede older, but otherwise identical records.

6.2) Data based on personal assessment such as employee performance reviews, are stored separately and marked accordingly to separate this data from those based on facts.

6.3) Should a data subject recognise any inaccuracy or inconsistency in the data Fresko holds regarding them, they are able to take action to rectify this. See Section 9.

**7) Storage Limitation**

7.1) To avoid holding personal data for a period greater than is required, Fresko will only store records of personal data for 7 calendar years after the record has been created.

7.2) To adapt to the ever-shifting nature of the business world, every 24 months Fresko carries out a review of data storage policy which includes both the Chief Data Officer and the Data Governance Officer. The purpose of this review is to ensure that the data held by Fresko remains relevant to the interests of the business, data which does not meet this threshold is erased.

7.3) When Fresko erases data which it holds in storage, secure data erasure techniques are used to prevent the data from being recovered or accessed via data breach.

**8)** **Confidentiality and integrity**

8.1) The physical data infrastructure at Fresko is housed in secure premises, with only authorised personnel allowed access. This includes CCTV, backup power supply, fire suppression systems, temperature control and regular maintenance.

8.2) Data is secured through encryption within client applications.

8.3) There is differential levels of access between different employee levels.

**9) Data Subject Rights**

9.1) Under the DPA (2018) data subjects have the following rights in regard to their personal data:

**The right to access:** Data subjects may request Fresko to provide copies of their personal data.

**The right to rectification:** Data subjects may request Fresko correct any data they believe to be inaccurate, and request Fresko complete any information believed to be incomplete.

**The right to erasure:** Data subjects may request Fresko erase their personal data, under certain circumstances.

**The right to restrict processing:** Data subjects may request Fresko restrict processing their personal data under certain circumstances.

**The right to object to processing:** Data subjects may object to Fresko processing their personal data, under certain circumstances.

**The right to data portability:** Data subjects may request Fresko transfer the data that we have collected to another organisation, or directly to the data subjects, under certain circumstances.

**10) Data Sharing**

10.1) At this time, Fresko does not share customer, employee, or supplier information with non-governmental agencies.

10.2) Personal data will only be provided to governmental agencies where required by law and will be anonymised where possible and compatible with existing legal regulations.

**11) Employee Training**

11.1) To ensure that our employees understand and comply with the data regulations, every 12 months, our employees complete a training course covering data protection. Including: the principles of the DPA (2018), internal policies regarding the processing and storage of personal data, and the confidentially of personal data of customers, employees, and suppliers.

11.2) Materials reminding and refreshing employees on the core aspects of data protection are circulated regularly, though multiple communication channels, including: email, poster, the staff handbook, and staff meetings.

11.3) Staff are trained to understand the importance of recognising security incidents and data breaches and are familiar with dedicated communication channels for reporting and resolving such incidents. Failure to do so may result in disciplinary action.

**12) Review and Compliance**

12.1) As part of our ongoing commitment to maintain the rigour of our data protection and privacy this policy is reviewed every 18 months, or when new relevant legislation is enacted (whichever is sooner). This is to incorporate new best practices and respond to feedback from data subjects and privacy experts.

12.2) Each iteration of this document is written by Data Governance Officer of Fresko, approved by Chief Data Officer of Fresko, and reviewed legal team to ensure thorough compliance with relevant legislation.

12.3) When a new version of the Fresko Privacy Policy is produced, it will first be posted to our website: [website]. All other locations will be updated within 3 days of release.

12.4) Major changes in each new version of the Fresko Privacy Policy will be circulated to employees via email.