



## **The Coffee Hub Privacy Policy**

The Coffee Hub is committed to safeguarding the privacy of its website visitors.

We appreciate that your personal information and security are important to you and the terms and conditions of our privacy policy below, sets out how we will treat your personal information.

### **(1) What Information does The Coffee Hub collect?**

Our aim in collecting personal information is to enhance your shopping experience by giving you a smooth, bespoke and efficient shopping service.

If you register your Coffee Hub account on the Coffee Hub website you will be asked to provide certain personal information, including your title, name, home address & postcode, email address and password, date of birth, mobile telephone number, your location, and the name of the company you work for and your workplace telephone number. We are committed to maintaining the security of your personal information in accordance with the requirements of the Data Protection Act and applicable data protection law and will take all reasonable steps to ensure that your personal data is kept secure against unauthorised access, loss, disclosure or destruction.

The personal data we may collect, store and use includes the following:

- (a) information that you provide to us for the purpose of registering with us (title, name, home address & postcode, email address and password, date of birth, mobile telephone number, your location, and the name of the company you work for and your workplace telephone number);
- (b) information on your 'usual' beverage which will enable you to order online or save time if ordering in one of our outlets by enabling you to use the express tills;
- (c) information relating to any transactions carried out between you and us on or in relation to this website, including your purchase history and any other information which allows us to enhance your shopping experience;
- (d) any other information that you choose to send to us which helps us personalise and improve your experience in our outlets and when using our website.

The type of information we collect is information you provide to us. We receive and collect data including information that relates to you and which identifies you and that you either (i) enter on our website, or (ii) provide to

us in any Coffee Hub outlet. You may choose not to provide us with certain information, this is your prerogative, but if you do not, it may affect your ability to take advantage of many of the features, promotions and special offers contained on our website and in our outlets.

## **(2) Automatic information and 'cookies'**

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time and the browser requests a page from the server. This enables the web server to identify and track the web browser.

The Coffee Hub reserves the right to use cookies to obtain certain types of information. This information will allow us to provide you with a more personalised and convenient shopping experience by recording information about your preferences.

It is possible to turn off the cookies facility on your computer, but if you disable cookies certain key functions of our website will not be available to you. For example, you will not be able to log in properly, order online *or store 'your usual'*

## **(3) How will The Coffee Hub use your personal data?**

Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information:

- (a) to update our account records, to enable you to use your Hub Account and our website, and so that you can benefit from the services available by registering your Hub Account;
- (b) to process your requests for information or assistance in connection with our account service;
- (c) to send you general (non-marketing) commercial communications or any email notifications which you have specifically requested;
- (d) to send you marketing communications relating to The Coffee Hub or relating to goods or services of our partners which we think may be of interest to you, by post or, where you have consented to this, by email or similar technology;
- (e) to deal with enquiries and complaints made by or about you relating to the website; and

- (f) to support any other purpose stated at the time at which your information is collected, subject to any preferences which you may indicate.

We will not without your express consent provide your personal information to any third parties for the purpose of direct marketing and will take all reasonable precautions to prevent the loss, misuse or alteration of your personal information.

We cannot however, guarantee the security of any data you send to us over the internet due to the inherent insecurity of the internet.

#### **(4) How will you contact me?**

We will contact you by email, text message (SMS), Bluetooth message or by Royal Mail. You can opt out of any one or all forms of these communications at any time by emailing: [nomarketingplease@thecoffeehub.co.uk](mailto:nomarketingplease@thecoffeehub.co.uk).

Whatever form of communication you choose to receive from us, whether it is email, SMS, Bluetooth or Royal Mail, you will receive your first communication from us when you sign up for a Hub Account, whether that be in one of our outlets or online.

Future communications may include newsletters, special offers, advance notice of menu changes (and additions to the menu) and any other information that we consider may be of interest to you.

#### **(5) Disclosure of my information**

From time to time we may need to disclose your information to other members of the Coffee Hub group (which will include Coffee Hub Franchisees) and their employees, officers, agents, suppliers or sub-contractors insofar as reasonably necessary, and to third party data processing service providers who process your information on our behalf to enable us to provide an up to date administrative, operational and account service to our customers.

We will only disclose information about you as permitted by and in accordance with applicable data protection law. By registering an account with us, you acknowledge and accept that we may need to disclose your information in those limited circumstances and for the purposes described.

In addition, we may disclose information about you:

- (a) to the extent that we are required to do so by law;
- (b) in order to establish, exercise or defend our legal rights; and

- (c) to any purchaser or prospective purchaser of any business or asset which we are or are contemplating disposing of.

**(6) How can I find out what information you have which relates to me?**

You may write to us to request a copy of the personal information that we hold on you at the Customer Services Department, The Coffee Hub, Suite 47, 792 Wilmslow Road, Didsbury, Manchester, M20 6UG or by sending an email to: [myprivacy@thecoffeehub.co.uk](mailto:myprivacy@thecoffeehub.co.uk).

If necessary you can ask us to change or complete any inaccurate or incomplete personal information which we hold about you.

**(7) What if you make changes to the Privacy Policy?**

Occasionally, we may update our privacy policy by posting a new version on our website. We reserve the right to amend, update or replace this policy at any time and your continued use of this website will constitute your acceptance of any such changes we may make. Any changes we make will be shown here, so please make sure you check this page from time to time to ensure you are happy with any changes there may be.

**(8) Miscellaneous**

- (a) If you have any queries about this privacy policy or our treatment of your personal data, please write to us by email to [myprivacy@thecoffeehub.co.uk](mailto:myprivacy@thecoffeehub.co.uk) or by post to the address provided at clause 6 above.
- (b) The data controller responsible for our website is The Coffee Hub Limited based at the address provided at clause 6 above.