

PRIVACY AND YOUR PERSONAL DATA

Fishnchickn is committed to protecting the privacy of our users and customers. This privacy policy is intended to inform you how we gather, define, and utilise your Information.

It applies to Information collected by us, or provided by you, whether in one of our restaurants, over our Website (including the mobile optimised version of the website accessible from your portable hand-held device), or in any other way (such as over the telephone). It is also intended to assist you in making informed decisions when using our Website and our products and services. Please take a minute to read and understand the policy.

All your personal Information shall be held and used in accordance with the Data Protection Act 1998. If you want to know what information we collect and hold about you, please write to us at: fishnchickn, The Chesterford Group, Chesterford House, 14 Start Hill, Stansted Distribution Centre, Bishop's Stortford, Herts, CM22 7DG.

Fishnchickn Ltd is the data controller of your Information for the purposes of the Act and is a company registered in England and Wales with company registration number 01018600. Our registered office is at Chesterford House, 14 Stansted Distribution Centre, Start Hill, Bishop's Stortford, CM22 7DG.

WHAT INFORMATION DO WE COLLECT ON OUR WEBSITE?

When you visit our Website you may provide us with personal information such as name, email address, local shop and date of birth, ("Information"). You may provide us with Information in a number of ways:

- By supplying us with the Information as listed above, on an individual basis by registering as a Registered User and subscribing to receive updates or offers from us. To become a Registered User you must provide us with your name, email address and local shop, but you may provide us with additional information like date of birth if you choose to do so.
- By corresponding with us by email, in which case we may retain the content of your email messages together with your email address and our responses; and
- We may collect information about your computer, including where available your IP address, operating system and browser type and the geographical location of your computer, for system administration. This is statistical data about browsing actions and patterns and does not identify you as an individual.

COOKIES

Similar to other commercial websites, our Website uses a technology called "cookies" and web server logs to collect information about how our Website is used. A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies.

Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our Website, and the websites visited just before and just after our Website. Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate

number of people visiting our Website and which parts of the website are most popular. This helps us gather feedback so that we can improve our Website and better serve our customers. Cookies do not allow us to gather any personal Information about you and we do not generally store any personal Information that you provided to us in your cookies.

We use 'session' cookies which enable you to carry information across pages of the Website and avoid having to re-enter information. Session cookies enable us to compile statistics that help us to understand how the Website is being used and to improve its structure.

We also use 'persistent' cookies which remain in the cookies file of your browser for longer and help us to recognise you as a unique visitor to the Website, tailoring the content of certain areas of the Website to offer you content that match your preferred interests.

You can refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of the Website.

HOW DO WE USE THE INFORMATION THAT YOU PROVIDE TO US?

We use your Information in the following ways:

- to ensure that content from our Website is presented in the most effective manner for you and your computer or device;
- to allow you to register with us on our Website where you choose to do so; in accordance with your wishes as communicated to us at the point of Registration; if you have given your consent at the point of Registration, to contact you with information about products, services and special offers that you request from us, or that we feel may be of interest to you or to ask you to participate in one of our customer satisfaction surveys;
- to respond to enquiries, feedback, complaints or job applications
- All data collected from enquiries, general feedback and complaints is stored on a secure server. It may be processed by staff who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the provision of support services. By submitting your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We may pass your Information to carefully selected third party organisations:

If we are under a duty to disclose or share your personal data to comply with any legal obligation or in order to enforce or apply our terms and conditions and other agreements or protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction.

Where this is required for the purpose of supplying the services available through our site

The Chesterford Group has an account with Campaign Monitor, which is an email-marketing provider. Campaign Monitor will store emails, names, local store selections and date of births (where given) that

are captured when you become a Registered User. We need to provide Campaign Monitor with such information for the purposes of use in relation to the Services, but not for any other purpose. Campaign Monitor may store the personal information provided on servers located in the United States of America.

To find out further information about Campaign Monitor's Data Protection and Terms of Use go to: <https://www.campaignmonitor.com/policies/>

HOW CAN YOU ACCESS AND CORRECT YOUR INFORMATION?

You may request access to all your Information that we collect online and maintain in our database by writing to us at the following address:

Data Controller, fishnchickn, The Chesterford Group, Chesterford House, 14 Start Hill, Stansted Distribution Centre, Bishop's Stortford, Herts, CM22 7DG.

YOUR CONSENT

By using our Website you consent to our collection and use of the Information as described in this Privacy Policy. If we change our privacy policies and procedures, we will post those changes on our Website or otherwise notify you to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

WHERE WE STORE YOUR PERSONAL DATA

Data and Information that we collect from you may be transferred to and stored at a destination outside the European Economic Area ("EEA"). You consent to our sending and storing Your Information outside the EEA. We will take all steps reasonably necessary to ensure that your Information is treated securely and in accordance with this Privacy Policy.

SECURITY

We maintain the highest standards of security, however the transmission of information via the internet is not completely secure. So, whilst we will do our best to protect your Information, we cannot ensure the security of your data transmitted to our Website. Any information you submit is sent at your own risk. Once we have received your Information we will use strict procedures and security features to prevent unauthorised access.

THIRD PARTY SITES

Please remember that when you use a link to go from our website to another website, our Privacy and Cookies Policy is no longer in effect. Your browsing and interaction on any other website, including websites which are linked to ours is subject to that website's own rules and policies.