

MEALS & MORE PRIVACY NOTICE

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Last updated: November 2023

INTRODUCTION

We understand that you care about how your personal information is used and shared, and we take your privacy seriously. Our Privacy Notice gives you information about how we process the personal information we receive from you, together with information we have obtained from our dealings with you (including in relation to goods and/or services we provide to you and/or your use of those goods and/or services).

Meals & More ("we", "us", "our"), is registered at Enterprise House, Eureka Business Park, Ashford, Kent, TN25 4AG. The Charity Number is 1179092.

HOW WE COLLECT YOUR PERSONAL INFORMATION

Meals & More, as the data controller, collects personal information from our supporters and delivery partners so that we can provide you with the products, services, or information that you have requested. This information includes your name, address, e-mail address, contact information and where relevant, payment information.

We also collect personal information when you provide it to us through communications via our website. This includes where you have contacted us through the channels listed on the "Contact Us" page on our website and similar situations in which you have chosen to provide the information to us, including via our representatives.

As you interact with our website, we may automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive technical data about you if you visit other websites employing our cookies.

We may maintain a record of any historical interactions relating to our engagement with you so that we may better serve and effectively interact with you.

HOW WE USE YOUR PERSONAL INFORMATION

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform the contract we are about to enter into, or have entered into with you.
- to enable us to carry out our obligations arising from any contracts and to provide you with the information, products and services that you request from us.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.
- to contact you about information we think may be relevant to you, including promotional and marketing materials.
- to register you as a new supporter, supplier or delivery partner.
- to enable us to respond to an enquiry or other request you make when you contact us for support.
- to notify you about changes to our service.
- to enable us to issue a notice or corrective action to you in relation to any of our products or services, if required.
- to better understand how you interact with us via our website, including website functionality and features, and ensure that our content is presented in the most effective manner.
- to manage our relationship with you which will include: (a) notifying you about changes to our terms and conditions, including this Privacy Notice (b) asking you to leave a review or take a survey.

SHARING YOUR PERSONAL INFORMATION

We may share your personal information with third parties described below for the purpose outlined above:

- Meals & More is supported by Brake Bros Ltd, a Sysco Company. Personal Information may be shared with Brakes Bros Ltd and other Sysco entities.
- Our selected commercial partners, delivery partners, sponsors/donors and service providers that we engage to provide services for us. Where we provide your personal information to commercial partners, delivery partners, sponsors/donors and/or services providers, they are required to keep your personal information confidential and secure and must only use your personal information as instructed by us.
- Our distributors, business partners, or other service providers, including for marketing purposes or where you have chosen to share your personal information through various features and functionality provided via our Site.

- A prospective seller or buyer in the event of a sale or purchase of any our business or assets so that the buyer can continue to provide you with information and services.

We may also disclose your personal information where required to respond to authorised requests from government authorities or where required by law, including for national security. Where we are required by law, we may also disclose your personal information where it is necessary to enforce or apply our website terms, this Privacy Notice or other agreements, to investigate or protect the rights, property or safety of the charity and /or our affiliated companies, our products and services and our supporters, distributors or business partners or to prevent or take action regarding illegal activities or fraud, situations involving potential threats to the safety of any person or as evidence in litigation.

KEEPING YOUR PERSONAL INFORMATION SECURE

We have put in place appropriate security measures to prevent your personal information from being inadvertently lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected data breach and will notify you and any applicable Regulator of a breach where we are legally required to do so.

However, please note that the nature of the internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the internet and any transmission is at your own risk. You should be aware that this Privacy Notice applies only to Meals & More and its website. Importantly, it does not apply to any other websites to which a link may be provided on the website. We cannot control and are not responsible for the actions of third parties operating such websites. You should not take the existence of an affiliation with, or a link from, our website to any such other website to mean that it has a privacy notice similar to this one. You should review the privacy notice/policy of any such website.

RETENTION OF YOUR PERSONAL INFORMATION

The personal information we process will be stored on servers located in an EU member state. It may also be processed by our staff or by one of our service providers, see table below for a list of suppliers and where they operate.

Supplier	Country
CHD	France
Visarc	UK
CommuniGator	UK

Nectar	UK
AIMIA	UK, Dubai, India
AL Mailing	UK
ESENDEX	UK
Fax International	UK
Perfect Commerce	UK, USA, New Zealand
Cap Gemini	UK

In some circumstances, your personal information may be transferred to the United States. This includes individuals engaged in, among other things, the fulfilment of your order, and administration of an enquiry or request you make via our Site or the provision of support services.

We have implemented appropriate safeguards, to protect your personal information when it is transferred, including the execution of data transfer agreements with recipients of the information.

YOUR RIGHTS

Under UK and EU data privacy laws, you have certain rights in relation to your personal data. If you are a UK or EU citizen, you may have the right to:

- a) Request access to the personal data that we hold about you.
- b) Correct any inaccurate personal data that we hold about you.
- c) Request we delete any personal data we hold about you, in certain circumstance.
- d) Request that we restrict the processing of the personal data that we hold about you.
- e) Object to the processing of the personal data we hold about you.
- f) Request to receive any personal data we hold about you in a structured and commonly used machine-readable format or have such personal information transmitted to another company (data portability).
- g) Request information about or challenge any solely automated decision making and/or profiling we may carry out in relation to you.

If you, or your authorised representative, would like to exercise any of your rights, please contact the Global Data Privacy Office via email at dataprivacy@sysco.com.

You may also have the right to lodge a complaint with the relevant Supervisory Authority in your country of residence if you believe Meals & More has not complied with local applicable data privacy laws.

If you are located in the UK, the Supervisory Authority is the Information Commissioner's Office (ICO). If you feel your personal information has not been handled correctly you have the right to lodge a complaint with the ICO. You can do this via ico.org.uk/concerns or by writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

OTHER DATA SUBJECT RIGHTS

In addition to the jurisdictions addressed above, other jurisdictions have specific legal requirements and grant specific data subject rights. Meals & More will comply with any requests you submit as required by the applicable law.

If you, or your authorised representative, would like to exercise any of your rights, please contact the Global Data Privacy Office via email at dataprivacy@sysco.com.

When you make a request, we may require that you provide information and follow procedures so that we can verify a request you make (and determine the applicable law) before responding to it. The verification steps we take may differ depending on the applicable law and the nature of the request you make.

HOW WE USE COOKIES

Cookies are small text files stored by your browser in your computer or on your device when you visit the Meals & More website. Meals & More use cookies and similar technologies to distinguish you from other users of our website, help us to provide you with a good experience when you browse our websites and also allows us to improve our websites.

The information collected in this manner includes IP address, browser characteristics, device IDs and characteristics, operating system version, language preferences, referring URLs, pages visited, and other information about the usage of our websites or emails. The technology permits us to recognize users and avoid repetitive requests for the same information. The technology also assists us in identifying the types of browsers and operating systems used most by our supporters, suppliers, website visitors, social media users, or other business partners and how website visitors move through the websites.

All this information enables us to improve the Meals & More website and emails and tailor them to our supporters, suppliers, website visitors, social media users, or other partners needs and preferences. We may also use this technology to track user trends and patterns in order to better understand and improve areas of our website that our users find valuable.

We also reserve the right to use outside companies to display ads on our websites. These ads may contain cookies. Cookies received with banner ads are collected by such outside companies, and we do not have access to this information. These outside companies also may collect and combine information collected on our

website and emails with other information about your online activities over time, on other devices, and on other websites or apps, if those websites and apps also use the same partners.

We may use the following cookies:

- **Strictly necessary cookies:** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical or performance cookies:** These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies:** These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- **Targeting cookies:** These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties for this purpose.

We currently use Google Analytics to collect and process certain website usage data. To learn more about Google Analytics and how to opt out, please visit <https://policies.google.com/technologies/partner-sites>. You may be able to change browser settings to block and delete cookies when you access our website through a web browser. However, if you do that, our website may not work properly. Our website does not respond to browser do-not-track signals.

UPDATES TO OUR PRIVACY NOTICE

By interacting with Meals & More in any of the ways outlined above, you are agreeing to this Privacy Notice. This is our entire and exclusive Privacy Notice, and it supersedes any earlier version, provided that as to any given personal data we will abide by the terms of the Privacy Notice in effect when we collected that personal data, absent your consent.

This Privacy Notice shall be reviewed annually or more frequently as required by changes in legal, regulatory or Meals & More requirements, or to correct identified deficiencies.

If we make any material changes, we will let you know via the Meals & More website, email, or other relevant communication channels. We encourage you to periodically review this Privacy Notice to stay informed about how we collect, protect, use, store and disclose your personal data.