



# Privacy Notice

## Catering and Hospitality

<b>Date Approved by BWCS Board</b>	<b>March 26</b>
<b>Statutory Policy</b>	<b>No</b>
<b>Required on Website</b>	<b>Yes</b>
<b>Review Period</b>	<b>2 Years</b>
<b>Next Review Date</b>	<b>Marach 28</b>
<b>Reviewed by</b>	<b>DPO</b>

- **Revision History**

The table below provides the revision history for this document. Each revision has an associated date, issue number, and description of the changes and/or content. The document revisions appear in descending order, with the most-recent iteration appearing first in the table.

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
12/02/2025	0.a	Initial Draft	Sarah Burns Data2Action
29/04/2025	0.b	Updated Draft	Carole Barclay Director of Operations
03/03/2026	0.c	Updated in relation to RLI	Jacqui Ridley Director of Governance

- **Document Approval**

<b>Document Name</b>	Privacy Notice – Catering & Hospitality	
<b>Publication Date</b>	March 26	
<b>Prepared by</b>	Sarah Burns, Data2action	
<b>Approval</b> (Name & Organisation)	BWCS Board	Sign – See meeting minutes

- **Privacy Notice for Governors, Trustees and Volunteers**

Under UK data protection law, individuals have a right to be informed about how Bishop Wilkinson Commercial Services Ltd (BWCS Ltd) uses any personal data we hold about them. We comply with this right by providing 'privacy notices' to individuals where we are processing their personal data.

This privacy notice explains how we collect, store and use personal data about individuals who interact with us when enquiring, booking or using our catering and hospitality services.

- **Responsibility for Data Protection**

BWCS Ltd is the data controller for personal information held and is registered with the Information Commissioner's Office (ICO), registration number ZB837170.

The Data Protection Officer, Sarah Burns, is responsible for ensuring that the Company complies with the Data Protection Law and can be contacted on [gdpr@bwcet.com](mailto:gdpr@bwcet.com).

The Chief Operating Officer is responsible for ensuring compliance with policies and procedures in relation to Data Protection.

We take the security of your data very seriously and have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused, or disclosed.

- **The categories of information processed**

We process data relating to those enquiring, booking or using our catering and hospitality services. Personal data that we may collect, use, store, and share (when appropriate) includes, but is not restricted to:

- Lead booking contact details for example name, address or business address, telephone number, email address, job title.
- Name, email address and car registration of individuals attending an event at our Headquarters
- CCTV footage taken in public spaces in and around our premises

We may also collect, store, and use information about you that falls into "special categories" of more sensitive personal data. This includes information about (where applicable):

- Any specific dietary requirements and food allergies or intolerances.
- Any accessibility requirements

This list is not exhaustive.

- **How and why we collect this information**

In the main, we collect this information directly from you or from the person responsible for booking an event on your behalf. The purpose of processing this data is to support BWCS Ltd to:

- Manage any communications, including sharing relevant information, with you;
- Fulfil the terms of our service agreement;
- Meet our statutory obligations for health and safety;
- Ensure that appropriate access arrangements can be provided for individuals who require them;
- Defend or manage any legal claims;
- Investigate incidents including using incident reports and CCTV footage;
- Process financial transactions;
- Where you consent, to notify you of any promotions or changes to our services.
- To process your response to our satisfaction surveys or your written feedback or suggestions about our services;
- On occasion and where applicable, process your involvement in any promotional events.

- **The legal basis for using this information**

We only collect and use personal information about you when the law allows us to. Most commonly, we use it where:

- We have a contract with you;
- We need to comply with a legal obligation;
- You have given us consent to use it in a certain way;
- We need to protect your vital interests (or someone else's interests);
- We have legitimate interests in processing the data
- For the purposes of a recognised legitimate interest

Where you have provided us with consent to use your data, you may withdraw this consent at any time. We will make this clear when requesting your consent and explain how you go about withdrawing it should you wish to do so.

- **Storing this information**

Personal data is stored in line with our Data Protection Policy and Data Retention Policy and Schedule. When it is no longer required, we will securely and permanently delete your information in accordance with our Data Retention Policy and Schedule.

- **Who we share this information with**

We do not share information about you with any third party without your consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law), we may share personal information about you with:

- Our staff, suppliers and service providers – to enable them to provide the service we have contracted with you for;
- Professional advisers and consultants – to meet our legal obligations to share information;
- Police forces, courts.

- **Transferring data internationally**

We do not routinely transfer data outside of the UK. On rare occasions we may need to transfer your data outside of the UK, where this is the case we will ensure that all necessary organisational and technical measures, including appropriate contracts, agreements and clauses, are in place to ensure the data is protected, in accordance with UK Data Protection legislation.

- **Your rights regarding your data**

Under UK data protection law, individuals have certain rights regarding how their personal data is used and kept safe. You have the right to:

- Request access to the data we hold about you
- Object to the use of your personal data if it would cause, or is causing, damage or distress
- Object to the use of your personal data for decisions being taken by automated means (by a computer or machine, rather than a person)
- In certain circumstances, have inaccurate personal data corrected or your data deleted, destroyed, or restrict further processing

- You may also ask us to send your personal information to another organisation electronically in certain circumstances.

To exercise any of these rights, please contact us at [GDPR@BWCET.COM](mailto:GDPR@BWCET.COM).

- **Complaints**

We take any complaints about our collection and use of your personal information very seriously. If you think that our collection or use of your personal information is unfair, misleading, or inappropriate, or you have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint, please contact us at [governance@bwcet.com](mailto:governance@bwcet.com) or our data protection officer Sarah Burns via [gdpr@bwcet.com](mailto:gdpr@bwcet.com). We will acknowledge your complaint within 30 days and provide a full response without undue delay.

Alternatively, you can make a complaint to the Information Commissioner's Office at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF

Email: [www.ico.org.uk/global/contact-us/email](http://www.ico.org.uk/global/contact-us/email)

Call: 0303 1231113