



Privacy Policy

1. Introduction

Harlech Foodservice Ltd is committed to protecting and respecting your privacy in accordance with applicable data protection legislation.

This Privacy Policy explains how we collect, use, and protect your personal data when you:

- Visit our website (www.harlech.co.uk)
- Place an order (online or by telephone)
- Interact with us via social media platforms (e.g. Facebook, X, Instagram, LinkedIn)

By using our website, you consent to the practices described in this policy.

Our website is not intended for individuals under the age of 16, and we do not knowingly collect data from them.

2. Information We Collect

We may collect and process the following personal information:

- Full name
- Billing and delivery addresses
- Telephone number
- Email address

We may also collect information when you:

- Register for an account
- Place an order
- Participate in surveys, competitions, or promotions
- Subscribe to communications
- Provide feedback

Additionally, we collect website usage data through cookies (see Section 8).

3. How We Use Your Information

We use your personal data to:

- Process and fulfil orders
- Manage your account
- Provide customer service and support
- Improve our products, services, and website
- Send service-related communications
- Send marketing communications (where consent has been given)

We may retain records of communications (emails and calls) for account management, quality control, and training purposes.

4. Sharing Your Information

We may share your personal data with:

- Service providers (e.g. couriers, payment processors, IT support, fraud prevention agencies)
- Regulatory authorities, government bodies, or law enforcement where required
- A third party in the event of a business sale or asset transfer

✓ We do **not** sell or share your personal data with third parties for their marketing purposes.

5. Data Security

We take appropriate measures to protect your data, including:

- Secure Sockets Layer (SSL) encryption
- Secure payment processing via Braintree
- Compliance with Payment Card Industry Data Security Standards (PCI-DSS)

Important notes:

- We do not store full credit card details after a transaction is completed
- We will never ask for payment details via email or text message

6. Communications and Marketing

We may contact you to:

- Complete or manage your orders
- Resolve delivery issues
- Provide aftercare support

If you have opted in, we may send marketing communications by email or post.

You can withdraw consent or unsubscribe at any time by:

- Clicking the “unsubscribe” link in emails
- Contacting us directly using the details below

7. Your Rights

Under data protection law, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request deletion of your data (where applicable)
- Withdraw consent for marketing communications

To exercise your rights, please contact us using the details below.

8. Cookies

What Are Cookies?

Cookies are small text files stored on your device that help us improve your browsing experience and understand website usage.

Types of Cookies We Use

1. Necessary Cookies

These are essential for the website to function, including:

- User authentication and login
- Shopping cart functionality
- Session management

2. Performance Cookies

These cookies help us:

- Understand how users interact with our website
- Analyse performance and identify issues
- Improve functionality and user experience

- ✓ We only use first-party analytics cookies
- ✓ We do not use third-party tracking cookies
- ✓ We do not track users across other websites
- ✓ We do not use cookies for advertising purposes

Cookie Duration

- Session cookies expire when you close your browser
- Persistent cookies remain for up to 1 year unless deleted

Managing Cookies

You can control cookies through your browser settings. Please note: disabling cookies may affect website functionality.

9. Third-Party Websites

Our website may contain links to other sites. This Privacy Policy only applies to Harlech Foodservice Ltd.

We are not responsible for third-party privacy practices. Please review their policies before submitting personal data.

10. Changes to This Policy

We may update this Privacy Policy from time to time. We will regularly review this Privacy Policy and any updates will be posted on this page. This Privacy Policy was last updated in May 2026.

11. Contact Us

For any questions, requests, or concerns regarding this policy or your data:

Harlech Foodservice Ltd

Parc Amaeth, Llanystumdwy
Criccieth, Gwynedd, LL52 0LJ

✉ Email: dataprotection@harlech.co.uk

☎ Telephone: 01766 810810