



Privacy & Cookie Policy

English Provender Company Limited is a company registered in England and Wales with company number 2593588 and registered address The Plaza, Floor 12, The Plaza, Old Hall Street, Liverpool, L3 9QJ.

English Provender Company respects the privacy of everybody who visits its website(s).

The purpose of this Privacy & Cookie Policy is to let you know how English Provender Company may collect and use information about you when visiting the English Provender website. or whenever you provide your personal information to us whether via the website or otherwise and tell you about your privacy rights and how the law protects you.

I. IMPORTANT INFORMATION AND WHO WE ARE

- **Purpose of this privacy notice**

This privacy notice aims to give you information on how English Provender Company Limited collects and processes the personal data that you provide to us whether through website enquiries, customer account opening, online sign-up forms, competition entries or through your dealings with us generally as a customer or supplier.

This website is not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

- **Controller**

English Provender Company Limited is the data controller for the purpose of applicable data protection legislation and is part of the Billington Group which is ultimately owned and managed by Edward Billington and Son Limited. Details of the various legal entities within Billington Group can be found at www.thebillingtongroup.com. This privacy policy is issued on behalf of the Billington Group so when we mention English Provender Company Limited, "we", "us" or "our" in this privacy policy, we are referring to the relevant company in the Billington Group responsible for processing your data. We will let you know which entity will be the controller for your data when you purchase a product or service with us. English Provender Company Limited is the controller and responsible for this website.

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the data privacy manager using the details set out below

- **Contact Details**

- Full name of legal entity: English Provender Company Limited
- Name or title of data privacy manager: Karen Phillips
- Email address: info@englishprovender.com

- Postal address: Greenham Business Park, Thatcham, Berkshire, RG19 6HA
- Telephone number: 01635 528800

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the opportunity to deal with your concerns before you approach the ICO so please contact us in the first instance.

- Changes to the privacy notice.

We keep our privacy policy under regular review. This version was last updated in May 2026.

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. PERSONAL DATA WE COLLECT

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

The personal data we collect depends on how you interact with us and our website, and the choices you make. We collect information about you from different sources and in various ways when you use our website, including information you provide directly, information collected automatically, and data we infer or generate from other data.

Information you provide directly.

We collect personal data you provide to us.

For example:

- Identifiers, such as names and email addresses.
- Other personal data, like product and recipe interest, and other data you choose to provide to us such as via webforms on our website.

If you do not want this personal data to be collected, then please do not submit it to us.

Information we collect automatically.

When you use our website, we collect some information automatically.

For example:

- **Identifiers about your device.** For example, when you visit our website, we may automatically collect your Internet Protocol (IP) address and information about your device, including device identifiers (such as MAC address); device type; and your device's operating system, browser, and other software including type, version, language, settings, and configuration ("device information"). As further described in the "Cookies and Other Technologies" section below, our websites and online services store and retrieve cookie identifiers, mobile IDs, and other data.
- **Internet and network activity.** We automatically log your activity about your use of our website, including the URL of the website from which you came to our website, pages you viewed, how long you spent on a page, access times, other details about your use of and actions on our website, and information regarding your interaction with our digital advertisements on other websites

- **Information we create or generate.** We infer new information from other data we collect, including using automated means to generate information about your likely preferences or other characteristics based on any of the categories of personal data we collect about you (“inferences”).

Information we obtain from third-party sources.

We also obtain the types of personal data described above from third parties. These third-party sources include, for example:

- **Third-party partners.** Third-party applications and services, including social networks you choose to connect with or interact with through our services.
- **Co-branding/marketing partners.** Partners and affiliates with which we offer co-branded services or engage in joint marketing activities.
- **Publicly available sources.** Public sources of information such as open government databases.
- **Service providers.** Entities that collect or provide data in connection with work they do on our behalf, for example companies provide us with services in connection with our website.

When you are asked to provide personal data, you may decline. You also may be able to use web browser or operating system controls to prevent certain types of automatic data collection. If you choose not to provide or allow collection of personal data that is necessary for certain services or features, those services or features may not be available or fully functional. For example, if you don’t provide an email address, you will not be able to sign up for emails from us.

We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Security

Security measures are in place to prevent the loss, misuse or alteration of the information received from our online visitors, and to make such information as secure as possible against unauthorised access and use.

3. OUR USE OF PERSONAL DATA

We use the personal data we collect for purposes described in this Privacy Policy or as otherwise disclosed to you. For example, we use personal data for the following purposes

Purposes of Use	Categories of Personal Data
Product and service delivery. To provide our products and services, including: making our website available and operational to you; and troubleshooting, improving, and personalising our services.	Identifiers, other personal data, device information, and Internet and network activity.
Business operations. To operate our business, such as audits, improving our internal operations, securing our systems, detecting fraudulent or illegal activity, and meeting our legal obligations.	Identifiers, other personal data, device information, and Internet and network activity.
Claims and requests. To respond to certain requests you make of us.	Identifiers, other personal data, device information, and Internet and network activity.

Product improvement, development, and research. To develop new products, services or features, perform analysis, and to conduct research.	Identifiers, other personal data, device information, and Internet and network activity.
Customer support. To provide customer support and respond to your product and website related requests.	Identifiers, other personal data, device information, and Internet and network activity.
Communications. To send you information, such as surveys and requests for feedback, and support and administrative messages.	Identifiers, and other personal data.
Marketing. To communicate with you about products, offers, promotions, and other matters.	Identifiers, other personal data, device information, and Internet and network activity.

We also combine personal data we collect for these purposes, and to help give you a better experience. We do not process personal data for profiling in furtherance of decisions that produce legal or similarly significant effects. We also do not “sell” personal data, “share” (for cross-context behavioural advertising) personal data, or use personal data for targeted online advertising.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Any content submitted to us i.e. recipes suggestions etc, will become the intellectual property of English Provender Company. English Provender Company will also be granted permission to publish the content on this website or any other material it chooses to use.

4. DISCLOSURE OF YOUR PERSONAL DATA

We may have to share your personal data with the parties set out below for the purposes set out in the table under the section ‘Purposes for which we will use your personal data’ above:

1. Billington Group
2. External Third Parties
3. Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

5. INTERNATIONAL TRANSFERS

We share your personal data within the Billington Group. This may involve transferring your data outside the UK.

Some of our external third parties are based outside the UK and/or EEA so their processing of your personal data will involve a transfer of data outside the UK and/or EEA.

Whenever we transfer your personal data out of the UK or EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- we will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data; and
- where we use certain service providers, we may use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

Please contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the UK.

6. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. Details of retention periods for different aspects of your personal data are available by contacting us at our registered office.

7. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data. You have the right to:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental

rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

- **Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
 - if you are concerned about the accuracy of the personal data;
 - where our use of the data is unlawful but you do not want us to erase it;
 - where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
 - you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

If you wish to exercise any of the rights set out above, please contact us.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

8. COOKIES AND OTHER TECHNOLOGIES

Cookies are small text files that are stored on your browser or the hard drive of your computer or other device when you visit our website. This allows our website to anonymise you as a user either for the duration of your visit (using a 'session cookie') or for repeat visits (a 'persistent cookie'). They

are not harmful and do not contain any information such as your home address, date of birth or credit card details.

When using our website, some cookies are essential to the working and security of our website and therefore we must place them. Others improve your visit and allow us to provide you with relevant online advertising. We will only place these types of cookies with your consent.

The cookies we use fall into four broad types:

- **Strictly Necessary Cookies**

These cookies are essential in helping you to move around our website and use its features, such as accessing secure areas of the website. Without these cookies, services you have asked for, such as setting up an account cannot be provided. These cookies do not gather information about you that could be used for marketing or remembering where you've been on the internet.

- **Analytical/Performance Cookies**

In order to keep our website, its services and products relevant, easy to use and up-to-date, we use web analytics services to help us understand how people use our website. For example, we can see which parts of our website and products are most popular, identify when errors occur, and test different versions of a page or feature to see which one works best. In some cases, some of these cookies are managed for us by third parties, but we don't allow the third party to use the cookies for any purpose other than those listed. Some of these third party performance cookies are not session based and have varying expiry dates.

We use a Double Click advertising tracking cookie to record visits to specific pages on our site. This cookie indicates which advert prompted your visit. Clicking on the following link will prevent you from receiving this cookie: <http://www.google.com/ads/preferences/html/opt-out.html>

- **Functionality Cookies**

These cookies allow websites and applications to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. The information these cookies collect is usually anonymised which means we can't identify you personally. They do not gather any information about you that could be used for selling advertising or remembering where you've been on the internet but do help us to serve you with advertising that is more relevant to you.

- **Targeted Marketing Cookies**

We also use cookies to assist in targeted advertising. Without these cookies, online advertisements you encounter will be less relevant to you and your interests. We also use them to measure the effectiveness of our marketing communications, for example by telling us if you have responded to an advert that we have sent you. We shall not use a targeting cookie without your express consent, which we would usually obtain by asking you to register and/or opt in to a particular service.

We use 'cookie' technology and IP addresses only to obtain non-personal information from online visitors to provide them with the best possible personalised online experience. To do this, we keep track of the type of browser (e.g. Internet Explorer, Netscape) and operating system (e.g. Windows, Apple Mac) used by the visitor, and the domain name of the visitors Internet Service Provider.

We also track the total number of visitors to our website in an aggregate form to allow us to update

and improve our website; personally identifiable information is not extracted in this process. This helps us to keep the website relevant for our visitors.

How can I block and/or disable cookies?

You may disable cookies or set your browser to alert you when cookies are being sent. If you do disable cookies, we may be unable to optimise your visit to our site. To change your cookie settings, or if you want to be notified each time a cookie is about to be used, you should amend the settings provided in your web browser to prevent us from storing cookies on your computer hard drive.

To delete cookies on Internet Explorer 8, follow these steps:

- Click to open Internet Explorer.
- Click the Tools button, and then click Internet Options.
- On the General tab, under Browsing history, click Delete.
- Select the Cookies check box, and then click Delete if it isn't already checked. Clear or select check boxes for any other options you also want to delete.
- If you don't change any check boxes, deleting the browsing history removes temporary Internet files, webpage history, and cookies. Temporary files and cookies for your saved favourite websites are preserved.
- If you are not using Microsoft Windows Explorer, then you should select "cookies" in the "Help" function of your browser for information on where to find your cookie folder.

Billington Group is not responsible for the content or privacy policies of third parties or other websites, and we advise that you check these yourself.

HR Data Protection

If you are applying for a role with us, please see our Candidate Recruitment Privacy Policy [\[ADD Link\]](#)

Conditions of use

This Privacy & Cookie Policy should be read in conjunction with the Terms and Conditions of the website and does not in any way override anything contained therein.

CHANGES TO THIS PRIVACY & COOKIE POLICY

We will update this Privacy & Cookie Policy when necessary to reflect changes in our services, how we use personal data, or the applicable law.