

1. WHO WE ARE?

Milkdeliverysystem.com. We store data collected from our third party clients in relation to booking standing orders and adjustments for home and business delivery

2. HOW TO CONTACT US

Contact details of Milkdeliverysystem.com

In respect of data protection related questions, to exercise your rights or file a complaint, please contact the Data Protection Officer by sending an email to the email address set forth below

info@Milkdeliverysystem.com

3. YOUR PERSONAL DATA – WHAT IS IT?

Personal data relates to a living individual who can clearly be identified from that data, in particular your name, address, phone number, e-mail address, information on special care. Identification can be made by the information alone or in conjunction with any other information otherwise in the data controller's possession or likely to come into such possession.

4. HOW DO WE COLLECT PERSONAL DATA?

We collect your data on our website, mobile app and via email.

5. WHY DO WE COLLECT PERSONAL DATA? (DATA PROCESSING PURPOSES)

We collect and use your personal data for the following purposes:

- a) In order to process your orders, for this purpose we collect the following data: names, addresses, telephone numbers, e-mail and IP addresses.
- b) To deliver the services you have purchased from us, for this purpose we collect the following data: name, phone number, e-mail address, information on special care (sensitive personal data), purchase details, and confirmation number.
- c) To facilitate the purchase of third parties' services or products on our website. For this purpose we collect the following data: name, phone number, E-mail address, information on purchases
- d) To communicate with you (for example in the event of server downtime). For this purpose we collect the following data: name and contact details, orders.

e) To send you reminders on unfinished orders. For this purpose we collect the following data: products ordered and prices.

f) To send you newsletters. For this purpose we collect the following data: name and contact details, details of your historical searches.

g) To provide offers tailored to your preferences. For this purpose we collect the following data: name and contact details, details of your historical searches and historic booking details.

h) To communicate with you to carry out customer satisfaction survey for analytical purposes, for quality improvements, for service developments, to improve the performance of the website, to measure the success of our advertising campaigns or to tailor services to your needs. For this purpose we collect the following data: name and contact details and historic details.

i) to support administrative and legal purposes for example anti-fraud screening, for safety and security purposes. For this purpose we collect the following data: name, address, phone number, IP address, geolocation data, booking and transaction history.

j) To comply with the mandatory provisions of the applicable laws. For this purpose we collect the following data: personal data related to personal data related to invoicing and orders

6.1. PROCESSING SENSITIVE PERSONAL DATA

In certain cases we also need to process special categories of personal data (sensitive personal data), e.g. health related data, or when you provide us with information about your purchases and orders.

To process your sensitive personal data we will need to obtain your specific consent, otherwise, we may not be able to provide you with the requested service(s). We may use your sensitive personal data where necessary in order to establish, exercise or defend legal claims, and to ensure compliance with the mandatory legal requirements. The transfer of your sensitive personal data to third parties, even outside the European Economic Area may also be required during the provision of the services requested from us based on mandatory legal provisions.

7. LEGAL BASIS OF DATA PROCESSING

The legal basis of data processing activities indicated in point a)-e) of Section 5 of this Privacy Notice lies in Subsection (a) Paragraph (1) of Article 5 of Act CXII of 2011 on the Right of Informational Self-Determination and on Freedom of Information (hereinafter the "Freedom of information Act"), i.e. based on your consent, and commencing from 25 May 2018 also Article 6 (1) (b) of the General Data Protection Regulation (Regulation No. 2016/679 of the European Parliament and of the Council) ("GDPR"), i.e. such processing activities are necessary for the performance of contract or in order to take steps at the request of data subject to entering into a contract.

The legal basis of data processing activities indicated in point f)-g) of Section 5 of this Privacy Notice lies in Subsection (a) Paragraph (1) of Article 5 and Subsection (a) Paragraph (2) of Article 5 of the Freedom of information Act, i.e. based on your consent, and commencing from 25 May 2018 also Article 6 (1) (a) and Article 9 (2) (a) of the GDPR, i.e. such processing activities will be based on your consent.

The legal basis of data processing activity indicated in point h-i) of Section 5 of this Privacy Notice lies in Subsection (a) Paragraph (5) of Article 6 of the Freedom of information Act, i.e. based on your consent, and commencing from 25 May 2018 also Article 6 (1) (f) of the GDPR, i.e. such processing activity will be based on Milkdeliverysystem.com the legitimate interest. If the legal basis is the legitimate interest of Milkdeliverysystem.com, we will carefully consider your interests and fundamental rights and freedoms, and whether these override such legitimate interests (balancing test).

The legal basis of data processing activity indicated in point j) of Section 5 of this Privacy Notice lies in Subsection (b) Paragraph (1) of Article 5 and Subsection (a) Paragraph (5) of Article 6 of the Freedom of information Act, i.e. based on your consent, and commencing from 25 May 2018 also Article 6 (1) (c) of the GDPR, i.e. such processing activity is necessary for compliance with legal obligation(s).

Consequences of refusal/failure of providing personal data

Please be aware that we need the personal data listed in Section 5 a) in order to perform the General Conditions of Carriage and provide you with our services. If you do not provide us with the requested personal data we will not be able to provide you with all or parts of the services you have requested.

If you withdraw your consent or do not provide the consent for the use of your sensitive data mentioned in Section 6.2, we may not be able to provide all or parts of the services you have requested. Please note that in these circumstances you will not be able to cancel or obtain a refund of any fees you have paid.

8. HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We process your personal data for the time required consistent with the purposes set out in this Privacy Notice or for the period of limitation prescribed in the relevant laws.

We keep your personal data for no longer than reasonably necessary: for a period of 6 years from the fulfilment of the contract in order to comply with applicable data retention laws.

In case of accounting documents, the retention period is 8 years from the closing of the financial year, in accordance with Section 169 of Act C of 2000 on Accounting.

If a court or disciplinary procedure is initiated, then the personal data will be retained until the termination of the proceedings, including the duration of any possible remedy, which data thereafter, in the case of civil claims, will be deleted after the civil law statute of limitation runs.

In the case of consent-based data processing, personal data will be processed until the consent is withdrawn.

9. FURTHER PROCESSING OF PERSONAL DATA

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, we will provide you with a new notice explaining all condition relating to the new processing prior to the new processing takes place. If required, we will seek your consent before commencing the new data processing activity.

10. YOUR PERSONAL DATA PROTECTION RIGHTS

Pursuant to the applicable data protection law you may have the right

To request access to your personal data,

To request rectification of your personal data,

To request erasure of your personal data,

To request restriction of processing of your personal data,

To request data portability,

To object to the processing of your personal data (including objection to profiling; also other rights in connection with automated decision-making),

To withdraw your consent, and to lodge a complaint with the supervisory authority.

10.1 Right to access

You may have the right to obtain from us confirmation as to whether or not personal data concerning you is processed, and, where that is the case, to request access to the personal data.

10.2.

You may have the right to obtain a copy of the personal data undergoing processing. We may request additional information from you for identification or for further copies requested by you, we may charge a reasonable fee based on administrative costs

Right to rectification

You may have the right to obtain from us the rectification of inaccurate personal data concerning you. Depending on the purposes of the processing, you may have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

10.3. Right to erasure (right to be forgotten)

Under certain circumstances you may have the right to request from us the erasure of your personal data and we may be obliged to erase such personal data. In such cases we will not be able to further provide you with our services.

10.4. Right to restrict processing

Under certain circumstances you may have the right to request from us the restriction of processing your personal data. In this case the respective data will be marked and may only be processed by us for certain purposes.

10.5. Right to object and rights relating to automated decision-making

Under certain circumstances you may have the right to object, on grounds relating to your particular situation, at any time to the processing of your personal data, including profiling, by us and we can be required to no longer process your personal data.

Moreover, if your personal data is processed based on our legitimate interest, you have the right to object at any time to the processing of personal data concerning you for such purpose.

Furthermore, under certain circumstances in case of automated individual decision-making, you have the right to obtain human intervention. We inform you that milkdeliverysystem.com does not apply automated decision-making mechanism.

10.6. Right to data portability

Under certain circumstances you may have the right to receive your personal data, which you have provided to us, in a structured, commonly used and machine-readable format (i.e. in digital form) and you may have the right to request the transmission of those data to another entity without hindrance from us, if such transmission is technically feasible.

10.7. Right to withdraw consent

When the processing of your personal data is based on your consent, you can withdraw your consent at any time without giving any reason to us, free of charge.

If you withdraw your consent to our processing your personal data, we may not be able to provide all or parts of the services which you have requested (e.g. in case of special assistance service, if the processing of sensitive data is required by us).

10.8. Right to lodge a complaint with the supervisory authority

If you feel that your personal data rights have been breached, you can also contact and lodge a complaint with the local data protection authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement.

11. HOW DO WE PROTECT YOUR PERSONAL DATA?

Milkdeliverysystem.com complies with its obligations under the applicable data protection laws by

Keeping personal data up to date;

Storing and destroying it securely;

Not collecting or retaining excessive amounts of data;

Protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We take appropriate technical and organizational measures to ensure the protection of your personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular but not limited to where the processing involves the transmission of data over a network, and against all other unlawful forms of processing.

Milkdeliverysystem.com, in line with this, among other things, applies different levels of access rights to the data, which ensures that only the appropriate authorized person has accesses to the data, whose knowledge of the data is necessary to fulfil his or her obligation arising out of or in connection with the performance of his or her job.

We pay special attention to the safe transmission of the personal and financial data. This data is transmitted from your computer to the booking server of Milkdeliverysystem.com through encrypted channels with the support of the state-of-the-art Secure Socket Layer (SSL) technology.

12. SHARING YOUR PERSONAL DATA

Milkdeliverysystem.com, in the course of its operation, may utilize the services of various data processors and external service providers to handle and process your personal data for specific purposes, on behalf of and in accordance with the instructions of Milkdeliverysystem.com. In addition, under the applicable aviation laws Milkdeliverysystem.com is required to share your personal data with governmental bodies, authorities and other enforcement bodies.

The data processors shall process the personal data at the most as long as the term of the data processing contract concluded with them is valid and in force, or until they are required to keep your data under the applicable data retention laws.

We may disclose your personal data to the following categories of third parties (recipients) for the purposes described below:

Credit card companies, payment service providers to process the payments you initiated on our website, in our application or via our call centre;

Third parties, such as law firms, courts, other bodies or service providers in order to enforce or apply any contract with you;

Government authorities or enforcement bodies such as the police and regulatory authorities, upon their request and only as required by the applicable law or to protect our rights or the safety of our customers, staff and assets.

12.1. Milkdeliverysystem.com

Your personal data may be shared within the Milkdeliverysystem.com as far as such is necessary to provide the services you have purchased from us or to facilitate the purchase of third parties' services or products on our website, via our mobile application or through our call centre. For more information about Milkdeliverysystem.com, please [click here](#).

12.2. Third party service providers

When you purchase the service of a third party service provider on our website, in our application or via our call centre (e.g. any related activities) we will transfer your personal data to the respective service provider to facilitate the purchase.

The data processing of such third parties may also be governed by their own privacy policies. Please review the privacy policies on the website of such third parties directly for more information about their data processing practices...

12.3. Data Processors

Milkdeliverysystem.com engages certain third parties to provide assistance during the performance of the services bought from us. Such third parties provide the following services:

1 and 1 UK provision of IT support services.

12.4. Government authorities and enforcement bodies:

We may transfer your personal data to government authorities or enforcement bodies such as the police and regulatory authorities, upon their request and only as required by applicable law; or to protect our rights or the safety of our customers, staff and assets.

13. COOKIES

When you use our website, cookies are stored by your browser on your device. Read more about the cookies used by Milkdeliverysystem.com and how you can block them by clicking [here](#). Please note that if you disable cookies our website may not function properly on your browser. Our aim is to ensure that our website offers visitors what they are looking for and provides them with the most relevant marketing communication. In order to achieve this goal, we may store and use your data, building usage profiles for market research, for quality improvements of our website and our services, for service developments, to improve the performance of the website, to measure the success of our advertising campaigns or to tailor services to your needs.

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14. THE USE OF YOUR PERSONAL DATA FOR MARKETING PURPOSES

We send you newsletters on actual bargains and special offers if you have requested such communication from us by subscribing to such services, or if you provided us with your details. We will not contact you electronically for marketing purposes unless you have expressly indicated your consent by ticking relevant tick boxes on the data entry form in which you entered your contact information.

15. CHANGES TO OUR PRIVACY NOTICE

If we change this Privacy Notice, we will publish the updated version of it on our website, Milkdeliverysystem.com.

17. THIRD PARTIES LIABILITY

Milkdeliverysystem.com is not responsible for third parties' use of your data, where such use is permitted for their own purposes. In such cases these third parties also be considered data controllers, please consult their privacy policies for further information.

This Privacy Policy is effective from 1st March 2020.