



The Hungry Guest Privacy Policy

- [Introduction](#)
- [Information we may collect from you](#)
- [Cookies](#)
- [Uses made of your information](#)
- [Information sharing](#)
- [Public forums](#)
- [Child safety](#)
- [External links](#)
- [Security](#)
- [Storage of your information](#)
- [Your rights](#)
- [Contacting us](#)

1. Introduction

- 1.1 This is the privacy policy for www.thehungryguest.com (the "**Website**"). The Website is operated by Market Town Foods Limited ("**we**", "**us**" and "**our**"). For the purposes of the Data Protection Act 1998, we are the data controller.
- 1.2 We are committed to protecting your privacy on-line. We appreciate that you do not want the personal information you provide to us distributed indiscriminately and here we explain how we collect information, what we do with it and what controls you have.
- 1.3 By using the Website, you consent to the collection and use of information in accordance with this privacy policy.
- 1.4 We reserve the right to change this privacy policy from time to time by changing it on the Website. This privacy policy was last updated on 5 November 2014.

2. Information we may collect from you

- 2.1 We may collect and process the following information about you:
 - (a) information (such as your name, email address, postal address and telephone number) that you provide by completing forms on the Website, including if you register as a member of the Hungry Guest Membership Card programme (the "**Programme**"), subscribe to any service, upload or submit any material via the Website, request any information, or enter into any competition or promotion we may sponsor;
 - (b) in connection with a member account sign-in facility, your log-in and password details;

- (c) details of any transactions made by you through the Website;
 - (d) communications you send to us, for example to report a problem or to submit queries, concerns or comments regarding the Website or its content; and
 - (e) information from surveys that we may, from time to time, run on the Website for research purposes, if you choose to respond to, or participate in, them;
- 2.2 You are under no obligation to provide any such information. However, if you should choose to withhold requested information, we may not be able to provide you with certain services.
- 2.3 When you visit the Website, we may automatically collect additional information about you, such as the type of internet browser you use, any website from which you have come to the Website and your IP address (the unique address which identifies your computer on the internet) which is automatically recognised by our web server. You cannot be identified from this information and it is only used to assist us in providing an effective service on the Website and to collect broad demographic information for aggregate use.

3. Cookies

- 3.1 The Website uses cookies to store certain information. Cookies are pieces of information that a website transfers to your computer hard drive to store and sometimes track information about you. Although they do identify a user's computer, cookies do not personally identify users. Cookies are specific to the server that created them and cannot be accessed by other servers, which means they cannot be used to track your movements around the internet. For more information about how we use cookies, please refer to our Cookies Policy.
- 3.2 In addition to cookies, tracking Gifs may be set by us or third parties in respect of your use of the Website. Tracking Gifs are small image files within the content of the Website or the body of our newsletters so we or third parties can understand which parts of the Website are visited and whether particular content is of interest.

4. Uses made of your information

- 4.1 We will use the information you provide to:
- (a) enable us to process your orders and to provide you with the services and information offered through the Website and which you request;
 - (b) administer the Programme;
 - (c) verify and carry out financial transactions in relation to payments you make online;
 - (d) audit the downloading of data from the Website;
 - (e) analyse statistics based on use of the Website;
 - (f) improve the layout and/or content of the pages of the Website and customise them for users;
 - (g) identify visitors to the Website;

- (h) carry out market research on our users' demographics and tracking of sales data; and
 - (i) send you information we think you may find useful or which you have requested from us, including information on offers, promotions and events about our products and services or those companies within The Hungry Guest group, and businesses that assist with the Programme, including external IT suppliers, provided you have indicated that you do not object to being contacted for these purposes;
- 4.2 You can tell us not to contact you with information regarding our products and services or those of the above third parties or to share your details with these third parties so that they can send you information regarding their products and services, either at the point such information is collected on the Website (by checking or un-checking (as directed) the relevant box) or, where you do not wish us to continue to use your information in this way, by following the unsubscribe/opt-out instructions on any communications sent to you. You can also exercise the right at any time by contacting us by email at: info@thehungryquest.com or by writing to us at Customer Services, Middle Street, Petworth, GU28 0BE.

5. Information sharing

- 5.1 We may disclose aggregate statistics about visitors to the Website members, customers and sales in order to describe our services to prospective partners, advertisers, sponsors and other reputable third parties and for other lawful purposes, but these statistics will include no personally identifiable information.
- 5.2 We may disclose your personal information to any of our affiliates, or to our agents or contractors who assist us in providing the services we offer through the Website, processing transactions, fulfilling requests for information, receiving and sending communications, updating marketing lists, analysing data, providing support services or in other tasks, from time to time. Our agents and contractors will only use your information to the extent necessary to perform their functions.
- 5.3 In the event that we undergo re-organisation or are sold to a third party, you agree that any personal information we hold about you may be transferred to that re-organised entity or third party.
- 5.4 We may disclose your personal information if required to do so by law or if we believe that such action is necessary to prevent fraud or cyber crime or to protect the Website or the rights, property or personal safety of any person.

6. Child safety

Protecting the safety of children when they use the Internet is very important to us. We recommend that children receive permission from their parent or guardian before gaining access to the Website or sending personal information to us or anyone else online.

7. External links

The Website may, from time to time, contain links to external sites. We are not responsible for the privacy policies or the content of such sites.

8. Security

- 8.1 We place great importance on the security of all personally identifiable information associated with our users. We have security measures in place to attempt to protect against the loss, misuse and alteration of personal information under our control. For example, our security and privacy policies are periodically reviewed and enhanced as necessary and only authorised personnel have access to personal information. Whilst we cannot ensure or guarantee that loss, misuse or alteration of information will never occur, we use all reasonable efforts to prevent it.
- 8.2 You should bear in mind that submission of information over the internet is never entirely secure. We cannot guarantee the security of information you submit via the Website whilst it is in transit over the internet and any such submission is at your own risk.
- 8.3 It is advisable to close your browser when you have finished your user session to help ensure others do not access your personal information if you use a shared computer or a computer in a public place.

9. Storage of your information

Information that you submit via the Website is sent to and stored on secure servers located in the United Kingdom. This is necessary in order to process the information.

10. Your rights

You have a legal right under the Data Protection Act 1998 to a copy of all the personal information about you held by us. On request, we will provide you with a copy of this information subject to a fee not exceeding £10. You also have a right to correct any errors in that information. As mentioned above, you have a right to prevent the use of your personal information for direct marketing purposes.

11. Contacting us

Please submit any questions, concerns or comments you have about this privacy policy or any requests concerning your personal data by email to info@thehungryguest.com, by telephone on +44(0) 1798 342 803 between the hours of 9am to 5pm, Monday to Friday or write to us at:

Martlet House

E1 Yeoman Gate, Yeoman Way, Worthing, West Sussex

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