



Privacy Policy

Our Commitment to Your Privacy

The following statement explains our policy regarding any personal information we collect about you. We want you to feel confident about the privacy and security of your personal information. This policy is in force throughout Milk4Life Ltd. If you have any queries about this policy, please do not hesitate to call us 01443 742112.

Milk4Life Ltd (hereafter referred to as Milk4Life) are registered with the ICO (Information Commissioner's Office). You can ask us to supply details of any of your personal information that we hold on our computer system. If any of the information about you is incorrect, you can request that we amend it.

We retain all customers and enquiry information on our databases indefinitely unless you specify that you no longer wish Milk4Life to hold your personal information. You have the right to request that this is removed by contacting us.

How We Store and Share Your Information

For Parents

Any personal or sensitive information that you provide to us is done so at your own risk, however this is kept secure and only used for the intended purpose of our ordering system to be passed solely to the school of your choice. This information is secured by password encryption.

For Schools

Any information that you share with us is done so at your own risk, however it is kept secure and only shared with third parties solely for legitimate business interests.

We do not share your information with any other third parties with exception of Government bodies for auditing purposes.

Lawful Basis for Data Processing

Legitimate Interest

Our lawful basis for data processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)

How We Communicate with You

If you have submitted personal information to us via our website, by email, by phone or by post, we may from time to time contact you for legitimate business reasons. Should you not wish to receive such communications, please call us – 01443 742112 or info@milk4life.com .

In providing us with your information this gives us a 'soft opt-in' so that we can use your contact details to contact you in the future with related products or services. If you wish to opt out of this, please use this email and type the words 'OPT OUT'. This will mean that you no longer receive any reminder emails for placing future orders, however for parents, this will also mean that your online account is deleted, and you will have to re-register to order milk at a later date.

Milk4Life uses email to communicate with parents who have registered on our website and schools who order directly with us. We use email to advise parents of cut off dates for milk ordering and to inform schools of any changes or information that may be of interest to them. Our policy is to keep emails to a minimum and only communicate with our customers when we have something worthwhile to say. We do not want to send you any Spam. We believe that this is a valuable service for customers. Should any customers prefer not to receive such communications, please contact us. Parents will have to supply an email address to register with us and this will then be part of your log in to our website to access your account.

Milk4Life operates most of its social media communication via Twitter or Facebook. Milk4Life reserves the right to monitor any posting and either request members to edit or delete the post or delete it itself.

What are Cookies?

This site makes use of cookies. Cookies are messages given to a web browser by a web site, which are then stored on your computer. A cookie's main objective is to identify users and personalise their visit by customising web pages. Web sites can only read cookies that have been deposited by that website. They cannot read cookies left by other websites nor can they read other personal information stored on your computer.

You can choose to disable cookies at any time through your browser, but this may prevent you from logging in to your account and we recommend that cookies are always enabled for our website (certain browsers will allow you to nominate sites which you will allow to use cookies if you do prefer to restrict their use).

How we Process Payments

All credit and debit card transactions go through PayPal/Sage Pay who both adhere to their own Privacy Policies. You will normally see an indication of the security such as the padlock on the status bar of Internet Explorer. If a padlock or similar does not

appear for any reason, then you can right click with the mouse and choose 'properties' to inspect the security details.

Changes of Privacy Policy

We reserve the right to amend or update our Privacy Policy from time to time without prior notice, in particular in response to changes in applicable data protection and privacy legislation. Please check this Privacy Policy periodically to inform yourself of any changes. All updates will be published on our website www.milk4life.com.

In the event there is a major change to the Milk4Life privacy practices, a notice will be posted on our website prior to its implementation. If the change involves the use of your personal information, the notice will contain instructions on how you can opt out of such use.