



Vibe Juice Data Protection Policy

This Data Protection policy is the group policy for NDK Holdings Ltd, Vibe Juice Ltd, Vibe Juice (MK) Ltd and Vibe Juice (Derby) Ltd. This policy will explain how our organization uses personal data from you.

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What data do we collect?

Our company collects the customer data and personnel data. This document covers customer data, with personnel data being covered by a separate document.

What customer data do we collect?

Personal identification information:

- Name
- Email Address
- Phone Number
- Products purchased from us
- Frequency of visits

How do we collect your data?

Most of the data we collect is supplied by you. We collect, store and process your data when you:

- Register online or order any of our products and services
- Register on our loyalty app
- Voluntarily complete a customer survey, or provide feedback on any of our social media pages or via email.
- Volunteer your data in exchange for an incentive
- Use or view our website via your browser's cookies

How we will use your data?

Our Company collects data so that we can:

- Provide you with our loyalty scheme
- Email you with special offers on products and services you might like
- Send SMS with special offers and product details

We will not share your data with other companies in order for them to market their products and services

How do we store your data?

Our company stores your data, using third party companies:

- 5 Loyalty
- Text Local
- Mailchimp

Access to these third party sites is password protected. Access is only available for a limited number of individuals/companies that run our marketing on behalf of Vibe.

Our Company will keep your name, email address and phone number for a period of 1 year. Once this time period has expired, we will review whether the data is still required. If the data is no longer required, we will delete the digital records from our computer systems.

Marketing

Our Company would like to send you information about products and services that we think you might like. If you have agreed to receive marketing, you may always opt out at a later date.

If you no longer wish to be contacted for marketing purposes, please email us at info@vibejuice.co.uk.

What are your data protection rights?

Our company would like to make sure you're fully aware of your data protection rights. Every user is entitled to the following:

The right to access – you have the right to request for copies of your personal data.

The right to rectification – you have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete information that you believe is incomplete.

The right to erasure – you have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – you have the right to request that we restrict the processing of your data under certain conditions.

The right to object to processing – you have the right to object to our processing of your personal data, under certain conditions

The right to data portability – you have the right to request to request that we transfer the data we have collected to another organization, under certain conditions.

What are cookies?

Cookies are text files placed on your computer/device to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit www.allaboutcookies.org

How do we use cookies?

Our company uses cookies in a range of ways including:

- Understanding how you use our website, to improve the visitor experience
- Re-marketing through the internet and social media

How to manage cookies

You can set your browser not to accept cookies and the website above will tell you how to remove cookies from your browser.

Privacy Policy of partner companies

This policy only covers Vibe Juice companies. For the privacy policy of our partner companies, a request must be made directly to them.

Changes to our privacy policy.

This policy is kept under regular review. The latest copy will be placed on our website, kept at our stores and is also available by emailing us at info@vibejuice.co.uk.

The latest policy review was on 2nd Jan 2020.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: info@vibejuice.co.uk

Write: Vibe Juice Bars, 8 Wisteria Way, Northampton. NN3 3QB

How to contact the appropriate authority

Should you wish to report a complaint or that our company has not addressed your concern in a satisfactory manner, you may contact the information commissioner's office at www.ico.org.uk