

Privacy and Cookie Policy

Napier Catering Ltd | Company No. 04685619

ICO Registration No. ZC103899

Last updated: March 2026

Napier Catering Ltd takes your privacy seriously. This policy explains what personal data we collect, why we collect it, how we use it, and your rights in relation to it.

This website is operated by Napier Catering Ltd, a company registered in England and Wales (company number 04685619), registered address Unit 1 The Turnery, Chepstow Road, Usk, NP15 1HN. We are registered with the Information Commissioner's Office (ICO).

1. What Data We Collect

We only collect personal data that you provide directly to us. This includes:

- Your name
- Email address
- Phone number (if provided)
- Details of your event or enquiry
- Any other information you choose to include in a contact or enquiry form

We do not collect payment data through this website. We do not run a newsletter or mailing list at present.

2. Why We Collect Your Data

We collect your data to:

- Respond to your enquiry
- Provide quotations and information about our services
- Correspond with you in relation to a booking
- Comply with legal and regulatory obligations

The legal basis for processing your data is our legitimate interest in responding to business enquiries, and where applicable, the performance of a contract.

3. How We Use Your Data

Your data is used solely to manage your enquiry or booking. We do not sell, rent, or share your personal data with third parties for marketing purposes.

We may share your data with third parties only where necessary to deliver our services, for example with venues or suppliers relevant to your event. Where we do this, we take reasonable steps to ensure your data is handled appropriately.

4. How Long We Keep Your Data

We retain enquiry data for up to 12 months following your initial contact. If a booking is made, we retain relevant records for six years in line with our legal and financial obligations. After this period, data is securely deleted.

5. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate or incomplete data
- Request deletion of your data, where we have no legal basis to retain it
- Object to or restrict processing of your data
- Withdraw consent where processing is based on consent

To exercise any of these rights, please contact us at claire@napiercatering.co.uk. We will respond within one calendar month.

If you are not satisfied with how we handle your data, you have the right to lodge a complaint with the Information Commissioner's Office at ico.org.uk or by calling 0303 123 1113.

6. Data Security

We take reasonable technical and organisational measures to protect your personal data from unauthorised access, loss, or disclosure. Our website is hosted on Wix, which operates its own security standards. Enquiry data submitted through our forms is transmitted securely.

7. Cookies

What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help the website function, remember your preferences, and collect information about how the site is used.

Cookies We Use

This website uses the following types of cookies:

Essential cookies

These are necessary for the website to function. They do not collect personal information and cannot be disabled.

Analytics cookies (Google Analytics)

We use Google Analytics to understand how visitors use our website. This includes information such as pages visited, time spent on the site, and how you arrived. This data is aggregated and anonymised where possible. Google may transfer this data outside the UK.

Google Analytics sets cookies including `_ga` and `_gid`. These do not identify you personally. You can opt out of Google Analytics tracking at tools.google.com/dlpage/gaoptout.

Managing Cookies

When you first visit this website, you will be asked to accept or decline non-essential cookies. You can change your preferences at any time through your browser settings.

Most browsers allow you to refuse or delete cookies. Doing so may affect how the website functions. For guidance, visit allaboutcookies.org.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites and encourage you to review their own privacy policies.

9. Changes to This Policy

We may update this policy from time to time. The current version will always be available on this page. We will not make changes that significantly reduce your rights without providing clear notice.

10. Contact Us

For any questions about this policy or how we handle your data, please contact:

Claire Cooke, Director

Napier Catering Ltd

Unit 1 The Turnery, Chepstow Road, Usk, NP15 1HN

Email: claire@napiercatering.co.uk