



## Online Ordering Terms & Condition of Use and Privacy Policy

- ✓ We fully comply with GDPR/Data Protection Act.
- ✓ Orders must be placed and paid for before each Saturday 23h59.
- ✓ No orders will be taken by telephone or email after the order and payment cut off point which is Saturday 23h59.
- ✓ You must qualify for Free School Meals prior to requesting on the website. If you request free school meals and do not qualify, any given meals will be charged to your account.
- ✓ Any abuse of the online ordering system will result in your account being locked with no access to ordering meals.
- ✓ For security reasons you may only register your child once. If you need the same child to be registered twice for please contact us at [primary@innovatefood.co.uk](mailto:primary@innovatefood.co.uk)
- ✓ For security reasons you can not change your child's name after registering. If you need the name to be changed then please contact [primary@innovatefood.co.uk](mailto:primary@innovatefood.co.uk)
- ✓ Whilst we show ingredients for dietary requirements on the menu we cannot be held responsible if we are not informed of any serious dietary requirements. Please ensure we are informed of any serious dietary requirements before ordering meals by emailing us at [compliance@innovatefood.co.uk](mailto:compliance@innovatefood.co.uk). Please also ensure you inform your school directly of any serious dietary requirements prior to ordering meals.
- ✓ User accounts will remain active until the end of Year 6 to ensure access to ordering meals is available throughout the child's school life. We will then deactivate accounts automatically when your child leaves school.
- ✓ Users can amend their own personal information online by logging into their account. Users must ensure we have a valid email, mobile number and address to use our service. We will not notify the school or any other body of any details that change. e.g. Address.
- ✓ In order to provide a high-quality service, we may occasionally contact you by SMS Text message or e-mail to notify you of the following:
  - Reminder to order.
  - Reminder to top up your account when meals have been ordered.
  - Cancellation of meals due to non-payment.
  - Changes to the system.
  - Changes to eligibility of meals.
  - Changes to the menu that will affect your orders.

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We will not send any other type of unsolicited communication in this way. You can change your preferences for these at any time by logging in to your account, but please be aware that if you do not register a valid email address or mobile number to communicate with you, we will be unable to provide the high-quality responsive service to you that you would expect.

- ✓ Innovate will retain order data for a period of 12 months after each academic year.
- ✓ When the child reaches the end of year 6 you need to request a refund of any credit over £5 back to the card that was used or a cheque if not possible. The refund must be requested to [primary@innovatefood.co.uk](mailto:primary@innovatefood.co.uk).
- ✓ Personal data is encrypted to protect against unauthorised access.
- ✓ The website is routinely security tested.
- ✓ We only share data with the school your child attends, our text messaging service and online payment providers when payments are being processed. We do not sell or provide data to any third parties.
- ✓ Terms and Conditions may change without notice and at any time. Terms and Conditions are available to view on our website at any time.
- ✓ If you wish to close your account, or exercise any of your rights under the Data Protection Act (2018), please contact our Data Protection Officer Bryan Lygate by one of the following means:
  - Electronic Mail at [Bryan.Lygate.DPO@innovatefood.co.uk](mailto:Bryan.Lygate.DPO@innovatefood.co.uk)
  - Post at

Bryan Lygate,  
 Data Protection Officer,  
 Innovate Services Ltd.,  
 Phoenix House,  
 Pyrford Road,  
 West Byfleet,  
 KT14 6RA

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