

Privacy Notice

Customers, Suppliers, Tenants & Website Visitors

Kefco Sales Limited

Document Reference	KSL-DP-EXT-PN-001
Version	1.0
Date of Issue	May 2026
Data Controller	Kefco Sales Limited
Contact	gdpr@kefco.uk 01702 425100
ICO Registration	ZB247867

This notice explains how Kefco Sales Limited collects and uses personal data about customers, suppliers, tenants, website visitors and other external individuals. A separate Employee Privacy Notice applies to our workforce.

1. Who We Are

Kefco Sales Limited is a Data Controller under UK GDPR and the Data Protection Act 2018. We operate KFC restaurants across Essex and are registered with the Information Commissioner's Office (ICO).

Company	Kefco Sales Limited
Company Number	1043591
ICO Registration	ZB247867
Data Controller Contact	Andrew Hitch, Financial Director
Email	gdpr@kefco.uk
Address	Kefco House, Cherry Orchard Way, Rochford, Essex SS4 1GP
Telephone	01702 425100

2. Who This Notice Applies To

This notice applies to the following categories of individuals whose personal data we process:

- Customers visiting our KFC restaurants, including members of the public captured on CCTV
- Delivery drivers and couriers attending our premises
- Suppliers and their individual contacts, including sole traders
- Business tenants and their individual contacts
- Visitors to our website
- Individuals who contact us by telephone, email or post
- Individuals involved in insurance claims, legal proceedings or complaints

This notice does not cover our employees, workers or contractors. A separate Employee Privacy Notice applies to those individuals.

3. Personal Data We Collect

3.1 Customers

When you visit our restaurants or interact with us, we may collect:

- Contact details where you contact us with a complaint, query or insurance matter (name, address, telephone, email)
- CCTV footage capturing your image while on our premises
- Incident and health and safety records where you are involved in an accident or complaint on our premises

We do not collect or store payment card data at restaurant level. Card transactions are processed directly through our point-of-sale providers.

3.2 Suppliers

When we enter into a commercial relationship with your organisation, we collect:

- Your name and job title as a business contact
- Business email address and telephone number
- Business address and company details
- Bank account details (business account) for payment purposes
- Invoices, purchase orders and contract records

Where you are a sole trader, some of this data will constitute personal data and this notice applies in full to you.

3.3 Tenants

Where you rent premises from us, or are a contact for a tenant organisation, we collect:

- Name, contact details and correspondence
- Tenancy agreements, references and guarantor details
- Payment records and bank details
- Forwarding addresses on departure

3.4 Website Visitors

When you visit our website, we may automatically collect:

- IP address and browser type
- Pages visited and time spent on our website
- Referring website or search terms
- Cookie data (see our Cookie Notice for full details)

We use this information to maintain and improve our website. We do not use it to identify individual visitors unless you contact us directly.

4. How We Use Your Personal Data

Purpose	Lawful Basis	Applies To
Customer service and complaint handling	Legitimate interests; Contract	Customers
CCTV surveillance for safety, security, and crime prevention	Legitimate interests	All visitors to our premises
Health and safety incident management	Legal obligation; Legitimate interests	Customers, visitors, delivery personnel
Managing supplier relationships and payments	Contract; Legal obligation	Suppliers and sole traders
Accounts payable and receivable	Contract; Legal obligation	Suppliers, tenants
Managing tenancy agreements	Contract; Legal obligation	Tenants
Insurance claims and legal proceedings	Legitimate interests; Legal obligation	Customers, suppliers, visitors

Purpose	Lawful Basis	Applies To
Compliance with legal and regulatory obligations	Legal obligation	All categories
Website analytics and improvement	Legitimate interests; Consent (cookies)	Website visitors

We do not use your personal data for automated decision-making or profiling. We do not use customer personal data for direct marketing without your consent.

5. CCTV

Kefco operates CCTV surveillance at all of our restaurant premises for the purposes of crime prevention, safety, and the protection of staff, customers and property. This means your image will be recorded when you visit our restaurants.

CCTV is operated on the lawful basis of Legitimate Interests (Article 6(1)(f) UK GDPR). Clear signage is displayed at entry points to all premises where CCTV is in operation.

- Standard footage is retained for up to 35 days and then automatically overwritten
- Footage relevant to a specific incident or legal matter may be retained for up to 3 years (or 1 year after resolution of a dispute)
- Access to footage is restricted to authorised management personnel only
- Footage will only be shared with the police or other parties where there is a clear lawful basis

If you wish to request access to CCTV footage in which you appear, please see Section 8 (Your Rights).

6. Who We Share Your Data With

We do not sell, broker or trade your personal data. We may share it in the following circumstances:

Recipient	Purpose / Basis
Police and law enforcement agencies	Crime prevention and investigation — legal obligation / legitimate interests
Courts and regulatory bodies	Legal proceedings, compliance with court orders — legal obligation
Insurance companies and loss adjusters	Processing claims involving our premises — legitimate interests
Legal advisers (Birketts Law)	Defence of legal claims — legitimate interests
HMRC	Tax and financial compliance where required — legal obligation
IT and software service providers	Operational systems (e.g. Azora, Sharp IT) — Data Processors under Article 28 agreements
Yum! Restaurants / KFC parent group	Franchise operational requirements — legitimate interests

Where data is shared with third parties who act as Data Processors, they are bound by written Data Processing Agreements requiring them to process data only on our instructions, maintain appropriate security, and not disclose it to others.

7. How Long We Keep Your Data

Data Category	Retention Period
Customer contact records (complaints, queries)	1 year
Health and safety / incident records (without claim)	3 years

Data Category	Retention Period
Health and safety / insurance claim records	1 year after settlement
Supplier invoices, credit notes and contracts	7 years
Supplier contact details	7 years
Tenant lease contracts and tenancy records	7 years
Tenant references	3 years
Tenant forwarding addresses	1 year
Standard CCTV footage	Up to 35 days (automatic overwrite)
CCTV footage retained for a specific incident	Up to 3 years (or 1 year after resolution)
Website analytics data (anonymised)	As set out in Cookie Notice

When a retention period expires, records are securely and permanently deleted or shredded. We do not retain personal data for longer than is necessary.

8. Your Rights

Under UK GDPR, you have the following rights in relation to your personal data held by Kefco Sales Limited. To exercise any right, contact us at gdpr@kefco.uk. We will respond within one month and may ask you to verify your identity.

Right	What It Means
Right of access (SAR)	Request a copy of the personal data we hold about you. If you are requesting CCTV footage, please specify the date, time and site.
Right to rectification	Ask us to correct inaccurate or incomplete personal data
Right to erasure	Ask us to delete your data in certain circumstances — subject to legal retention obligations and overriding legitimate interests
Right to restriction	Ask us to restrict how we process your data in certain circumstances
Right to object	Object to processing based on legitimate interests — we will assess whether our interests override yours
Right to portability	Receive certain data in a structured format in certain circumstances
Right not to be subject to automated decisions	Not to be subject to solely automated decisions with significant effects
Right to withdraw consent	Where processing is based on consent, withdraw it at any time without affecting the lawfulness of prior processing

Subject Access Requests are free of charge. A reasonable fee may only be charged for requests that are manifestly unfounded, excessive or repetitive. Please submit requests in writing to gdpr@kefco.uk.

If your request relates to CCTV footage, please also specify the approximate date, time and location to help us locate the relevant recording. Where footage also captures third parties, their images will be redacted before disclosure.

9. How We Protect Your Data

Kefco implements appropriate technical and organisational security measures to protect personal data from unauthorised access, loss or destruction, including:

- Physical security: key fob access controls and locked filing systems at all premises
- IT security: data hosted on AWS Cloud Services and local servers, protected by firewalls and access controls

- Need-to-know access: personal data is accessible only to authorised personnel
- Regular backups: automated nightly backups of all data systems
- Staff training: all staff with data access receive data protection training

10. International Data Transfers

Kefco stores and processes personal data within the United Kingdom. Where any transfer outside the UK is required (for example, in connection with the KFC franchisor or Yum! Restaurants parent group), this will only take place where an appropriate safeguard is in place, such as an adequacy decision or standard contractual clauses, in accordance with UK GDPR requirements.

11. Children's Personal Data

Kefco does not offer online services to children and does not actively collect personal data from children. As a public-facing restaurant operator, children will routinely be captured incidentally by our CCTV systems as members of the public visiting our premises. This is an unavoidable and lawful consequence of operating CCTV for safety and security, and is subject to the same retention and access controls as all other CCTV footage.

Where CCTV footage of a child is relevant to a specific incident (for example, a health and safety or insurance matter), it will be retained and handled with the additional care required for children's personal data under UK GDPR. Kefco does not profile children or use footage to make decisions about individual children.

12. Complaints

If you have any concern about how Kefco Sales Limited handles your personal data, please contact us in the first instance:

- Email: gdpr@kefco.uk
- Post: Kefco Sales Limited, Kefco House, Cherry Orchard Way, Rochford, Essex SS4 1GP
- Telephone: 01702 425100

If you remain dissatisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Telephone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

13. Changes to This Notice

We may update this notice from time to time. The current version will always be available on request from gdpr@kefco.uk. Where changes are material, we will take reasonable steps to bring them to your attention.

This notice was last reviewed in May 2026. | Kefco Sales Limited | ICO Registration: ZB247867