

Privacy Policy

1. General

We, Costa Express Limited ("Costa"), respect the right to privacy of every individual who visits our website located at www.costaexpressbusiness.co.uk or mobile site located at www.costaexpressbusiness.co.uk, ("Digital Channels"), or who otherwise receives services from us or who participates in activities connected with Costa. This privacy policy explains how we use any personal information we collect about you, and your rights to access and correct the personal information we hold about you.

2. What personal information do we collect and how we will use it

We may collect the following information about you:

- Contact details including name, company, email address, area in UK and contact telephone numbers;
- Certain details in respect of your business;
- Customer communication preferences; and
- Computer or device information (e.g. your IP address and operating system).

We may use your information for the following purposes:

- To follow up prospective new sales leads;
- Administration of our Digital Channels;
- Business and website analysis and reporting; and
- Correspondence between us, including where you use our 'Contact us' form.



3. Sharing your personal information with third parties

We may disclose your personal information to:

- Any third party where we are under a legal duty to do so, or in order to enforce or protect any of our rights, property or safety (or those of our customers);
- Other members of the Costa or Whitbread Group PLC, (“Whitbread”) groups of companies; and
- Third parties who provide certain services to Costa (e.g. IT service providers and installers of equipment), (third parties may also collect certain personal information about you on Costa’s behalf).
- Where personal information is processed on our behalf by third parties we put measures in place to keep your information secure.

Our Digital Channels may contain links to other websites, mobile sites and apps and certain services provided by third parties are available for use by customers. This privacy policy only applies to our channels and services. When you link to other websites, mobile sites, or apps, or use services provided by third parties we are not responsible or liable for them. You should read the privacy policies for those linked sites, apps or services before you submit any personal information to them.

4. Cookies

Our Digital Channels use cookies and other tracking tools. To find out more, please consult our Cookie Policy

5. Security

Costa takes the security of any personal information we hold very seriously.

Where necessary, and in common with other websites and apps, we use SSL (Secure Sockets Layer) encryption to ensure that personal information provided to us is not visible to anybody else when in transit between your computer and our servers. You can tell when SSL is in use by the presence of a small “padlock” symbol in the status bar of your web browser.



In addition, our web servers are housed behind a secure firewall that prevents access to our databases by unauthorised users. All of our servers are housed in a secure environment with high levels of physical security.

However, the transmission of information via the internet is not completely secure. We cannot guarantee the security of your data transmitted to our site: any transmission is at your risk. Once we have received your information, we will handle it in accordance with our usual practices.

Where you have chosen a password that enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

6. International transfers

We may transfer your personal information to, and store it at, destinations outside of the European Economic Area ("EEA") for the purposes outlined in this privacy policy. It may be processed by staff operating outside the EEA who work for us, for the Whitbread group of companies or our service providers. By submitting your personal information, you agree to this transfer.

Costa will take appropriate measures to ensure that, wherever it is located, your personal information is treated securely and in accordance with this privacy policy.

7. Direct marketing

We would like to keep you informed of Costa news and offers by post, phone, email, text and other electronic means.

If you have agreed to receive such marketing communications you may opt out or change your marketing preferences at any time by contacting us here.

8. Access to and amending your personal information

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove personal information you think is inaccurate by contacting us here.



You also have the right to request a copy of the personal information that we hold about you. To do so, please contact us at costafeedback@whitbread.com. We may make a small charge for this service.

9. Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this webpage. This privacy policy was last updated in March 2016.

10. Contact us

If you require further information or have any questions regarding this privacy policy, then please contact us at: costafeedback@whitbread.com, telephone us on 0870 4239975, or write to us at:

Costa Customer Services,
Porz Avenue Whitbread Court,
Dunstable,
Beds LU5 5XE
Attention: Privacy Officer

11. Further information

This site is operated by Whitbread Group PLC (company number 00029423 and VAT number 243292864), whose registered office is Whitbread Court, Houghton Hall Business Park, Porz Avenue, Dunstable LU5 5XE. Costa Express Limited is part of the Whitbread group of companies.

Whitbread Group PLC's principal operating subsidiaries include: Costa Limited (company number 1270695)

