



5 February 2020

**New School Caterers - starting February 24th**



Dear parents and carers

From half term onwards, we are pleased to announce the school will be working with a new catering partner, Caterlink. Pupil food-tasters helped us select this firm from the five caterers who sought our business. This new venture will provide better food and a better dining experience for pupils.

Please find below a message from our new caterers:

*We at Caterlink are very pleased and excited to have the opportunity to work with Someries Junior School as their new Catering Partner. We pride ourselves on using the highest quality products using highly trained teams to prepare and cook fresh dishes daily using raw ingredients to assemble tasty, nutritious dishes. We very much would like to welcome the Someries Juniors kitchen team to the Caterlink family and we will be supporting them in the transition as we start working on providing an enhanced lunch time experience. We will be aiming to continue to improve the current offer whilst staying in line with National Food Standards and embracing the Schools vision and ethos.*

*We will be providing a new menu at the start of each term which will be designed by the onsite team to ensure that the pupils favourites are often available. We will continue to use the Tucasi SCOPAY online system for managing your child's accounts. Please note, as a business we operate a zero debt policy. We will be introducing ourselves to the school community from Monday 24 February and very much look forward to meeting you throughout the school year.*

Please find attached some introductory information from Caterlink together with a special diet/allergy form that needs to be completed and returned before Friday 7 February 2020. **Please complete and return the reply slip and completed special diet/allergy form even if your child does not have school meals at present.** A copy of Caterlink's privacy notice is attached to this letter or can be found at [caterlinkltd.co.uk/privacy](http://caterlinkltd.co.uk/privacy)

With kind regards

Mr Hunt – Head Teacher

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**Caterlink Reply Slip**

**Please return reply slip to school office by Friday 7<sup>th</sup> February 2020**

Child's name..... Class.....

I attach the completed Caterlink special diet/allergy form

OR

My child does not have any special dietary requirements or suffer from any allergies

Declaration: I have received a copy of Caterlink's privacy notice and I declare that I consent to Caterlink having a legal and legitimate interest to collect and process my child's personal data in order to provide my child with school meals and retain information on special dietary/allergy requirements

Signed.....Parent/Guardian.....Print name

Date: .....

### Special Diet / Allergy Form

**Please complete and return to School Office before Fri 7 Feb even if your child does not have school meals at present**

We are committed to providing meals for children needing special diets for medical requirements, where possible. Caterlink work closely with their suppliers and aim to be as accurate as possible but it must be noted that they can only be guided by the information the suppliers provide, similar to the process of a parent catering for a child's special diet.

It is essential that all parties concerned work together when providing a safe special diet and that this is reviewed with every menu change, therefore please ensure this form is fully completed.

**Special diets:** It is vital that where a special diet is required forms are accompanied with a referral letter from a medical professional (GP/ consultant /dietician). It is important the unit manager and kitchen team or servery supervisor have met the child requiring the special diet to ensure they give the right meal to the right child. **This form must be handed into the school office (not the Caterer) and discussed with them.**

PUPILS DETAILS					
Child's Name					<input type="checkbox"/> Male <input type="checkbox"/> Female
Class					
My child requires a special diet or has allergies	<input type="checkbox"/> Yes – if yes, please complete remainder of form <input type="checkbox"/> No - please sign at bottom of form				
Date returned to School Office					
Diet required or Allergy information <i>please circle</i>	Peanut	Milk	Crustacean	Soybean	Fish
	Celery	Nuts	Sesame Seeds	Mustard	Lupin
	Eggs	Molluscs	Gluten	Sulphites	Other*
	*Other – please state .....				

SCHOOL DETAILS	
Name & address of School	Somerries Junior School, Wigmore Lane, Luton, LU2 8AH
Production kitchen address (if different to school)	Somerries Junior School Kitchen
School contact regarding special diets / allergies	Mrs D Dudley – Office Manager

PARENT/GUARDIAN DETAILS	
Main Contact Name & relation to child	
Main Contact - Phone Number(s) & E-mail address	
Second Contact Name & relation to child	
Second Contact Phone number	

OTHER INFORMATION	
Please provide details of Epipen and/or Medicine to be provided to the school office (for medical room)	Epipen - Yes <input type="checkbox"/> No <input type="checkbox"/> Name of medication to be provided to school:
<b>Data Protection - please tick where you agree / give permission</b>	<b>Please Tick</b>
I'm happy for my child's allergen information and photo (where provided) to be passed to the Caterlink to enable them to assist the school in correct food provision	<input type="checkbox"/>
I'm happy for my child's allergen information and photo (where provided) to be displayed next to the main servery area to enable the catering staff to check allergy information	<input type="checkbox"/>

Signed: ..... Print Name: .....  
 Parent/Carer Date: .....

SCHOOL TO COMPLETE	
Has a photo ID form & label been completed and issued to the kitchen?	
Has the unit manager been informed?	

# Welcome to Caterlink

WE ARE REALLY EXCITED TO BE  
WORKING WITH YOU!

## GREAT THINGS WE DO EVERY DAY



**FRESHLY PREPARED DISHES DAILY** - We pride our self on using the highest quality products using highly trained teams to prepare and cook fresh dishes daily using raw ingredients to assemble tasty, nutritious dishes.

**FOOD FOR LIFE SERVED HERE** - We are proud of our Food for Life Served Here catering mark having been the first contract caterer to be accredited with the prestigious award back in 2011. We operate at Silver grade as standard across our business and serve Gold standard meals where advertised.

**LOCAL SUPPLY** - We use local suppliers and produce where possible and when in season within our menus.

**ORGANIC** - We source a percentage of organic meat, fruit and vegetables in line with Food for Life Served Here, Silver and Gold requirements.

**BRITISH FIRST** - We have a Red Tractor and British First Policy. This means that the meat products are fully traceable from farm to fork.

**FREE RANGE** - We make sure all of our Pork (where on the menu) and eggs are RSPCA Assured 'Free Range Freedom Food'

**MSC FISH** - We responsibly source fish and will bring this approach to your school. All of our fish is sourced from sustainable sources in line with guidelines set by the Marine Stewardship Council. All of our Tuna is pole and line caught, and we do not source any fish that is on the Fish to Avoid list.

Caterlink, Hop House,  
Lower Green Road, Pembury,  
Tunbridge Wells,  
TN2 4HS  
01892 824604  
info@caterlinkltd.co.uk  
www.caterlinkltd.co.uk



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## GREAT THINGS WE DO EVERY DAY

**FRESHLY HOMEMADE BREAD** - We cook bread daily and also use flavoured breads to bring new flavours to your children's palates.

**INNOVATION AND MENU PLANNING** - In line with Children's Food Trust recommendations, Caterlink have reduce the sugar within our desserts, ensuring that all contain 6.5g of free sugars or less.

**HELPING TO SAVE THE PLANET** - We have developed a number of 50% plant-based protein dishes to our menus these are also a good source of protein and help reduce green house gasses than using meat and dairy.

**PLASTIC REDUCTION** - We are keen to be leaders in reducing plastic within our kitchens and have removed the use of clingfilm, plastic cutlery, cups and reduced packaging from our suppliers.

## ADDED BENEFITS!

**ASSEMBLIES** - We deliver assemblies to cover a wide range of topics such as healthy eating, hydration and food waste, some of which include live cooking demonstrations and a visit from our mascot JoJoe Crow.

**CHEFS ADOPT A SCHOOL** - Our Development Chefs host these sessions up to 3 times year, where pupils learn to cook from raw basic ingredients including bread making, whilst exploring the 5 senses.

**KITCHEN GARDENS** - Through our WSH Charitable Foundation, we are able to offer kitchen gardens where pupils can grow vegetable and herbs. This helps children understand where fresh produce comes from.

**TASTER SESSIONS** - These are hosted at the end of the school day to allow parents and guardians the opportunity to try dishes on the menu. We also ask for feedback on our dishes to help shape our menus for your school.

**MENU FLYER AND MAGNET** - We issue pupils with a menu flyer each term. This allows the menu to be discussed and displayed at home. You can also download these from our website.

## KEEPING IN TOUCH!

You can also keep in-touch with us through our web site, where we advertise menus, job vacancies and news. Allergy and intolerance forms can also be downloaded from our web site. [www.caterlinkltd.co.uk](http://www.caterlinkltd.co.uk)

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# CATERLINK PRIVACY NOTICE

Caterlink is committed to protecting and respecting your privacy. We take your privacy very seriously and we ask that you read this Privacy Notice carefully as it contains important information on:

1. the personal data we collect about you;
2. how we look after your personal data when you visit our website (regardless of where you visit from);
3. with whom your personal data might be shared; and
4. your privacy rights and how the law protects you.

## Who we are

Cater Link is the controller and responsible for your personal data (collectively referred to as "Caterlink", "we", "us" or "our" in this Privacy Notice).

## Personal data which we collect

### Personal data provided by you

We collect personal data about you when you:

- register with us on our website;
- contact us through our website;
- register to our recruitment portal and/or apply for a job with us;
- post material to our website;
- complete customer feedback or surveys;

The personal data collected in the above manner may include your:

- full name;
- postal address;
- email address;
- telephone number

### Personal data about other individuals

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data;
- receive on his/her behalf any data protection notices;
- give consent to the transfer of his/her personal data outside the European Economic Area; and

## How we use your personal data

### Overview

We collect information about you so that we can:

- identify you and manage any accounts you hold with us;
- process any orders for goods and/or services which you make with us;
- assist you with your queries in relation to our business and/or schools;
- review any job applications you submit to us;
- conduct research, statistical analysis and behavioural analysis;
- detect and prevent fraud;
- customise our website and its content to your particular preferences;
- notify you of any changes to our website or to our services that may affect you;
- carry out security vetting;
- improve our services; and

## **When we might share your personal data with THIRD parties**

We do not, and will not, sell any of your personal data to any third party – including your name, address, email address or payment card information. We want to earn and maintain your trust, and we believe this is essential in order to do that.

As an essential part of being able to provide our services to you, we do share your data with the following categories of third parties:

- other companies within the WSH group, as different companies within our group, are responsible for different venues;
- service providers that help us to run our business, such as marketing agencies, website hosting providers and website developers.
- professional advisers including lawyers, bankers, auditors and insurers who provide advice to us when we require it;
- law enforcement agencies in connection with any investigation to help prevent unlawful activity;
- third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Notice; and

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. If you would like any more information about the third parties which we work with to provide our services to you, please contact us on the contact details provided later in this Privacy Notice.

## **HOW we ask for Consent**

In those cases where we need your consent to hold and process your personal data, we will ask you to check a box on any form requiring consent. By checking these boxes you are confirming that you have been informed as to why we are collecting the information, how this information will be used, for how long the information will be kept, who else will have access to this information and what your rights are as a data subject (all of which is set out in this Privacy Notice).

## **How we keep your personal data secure**

To protect your information, we have policies and procedures in place to make sure that only authorised personnel can access the information, that information is handled and stored in a secure and sensible manner and all systems that can access the information have the necessary security measures in place.

All employees, contractors and sub-contractors receive the necessary training and resources to ensure they understand their responsibilities in relation to all of our policies and procedures.

In addition to these operational measures we also use a range of technologies and security systems to reinforce the policies and procedures, including ensuring that:

- access to personal data is strictly restricted to those employees who need to access this information as part of their role;
- we store your personal data on secure servers and unauthorised external access to personal data is prevented through the use of a firewall;
- information used for reporting and/or customer profiling purposes is anonymised (so that it does not identify you);

To make sure that these measures are suitable, we run vulnerability tests regularly. Audits to identify areas of weakness and non-compliance are routinely scheduled.

## **How long do we keep your personal data**

We shall only retain your information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements. If you would like more information about how long we retain specific types of your information, please contact us on the contact details provided later in this Privacy Notice.

## **Transfers of your personal data out of the EEA**

All information you provide via our website is stored on our secure servers within the European Economic Area ("EEA"). If any data that we collect from you is transferred to, or stored at, a destination outside the EEA at any time, we will update this Privacy Notice accordingly.

## **Your rights**

### The right to access information we hold about you

At any point you can contact us to request the information we hold about you as well as why we have that information, who has access to the information and where we got the information. Once we have received your request we will respond within 30 days.

### The right to correct and update the information we hold about you

If the information we hold about you is out of date, incomplete or incorrect, you can inform us and we will ensure that it is updated.

### The right to have your information erased

If you feel that we should no longer be using your information or that we are illegally using your information, you can request that we erase the information we hold. When we receive your request, we will confirm whether the information has been deleted or tell you the reason why it cannot be deleted.

### The right to object to processing of your information

You have the right to request that we stop processing your information. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your information to comply with your other rights.

### The right to ask us to stop contacting you with direct marketing

You have the right to request that we stop contacting you with direct marketing.

### The right to data portability

You have the right to request that we transfer your information to another controller. Once we have received your request, we will comply where it is feasible to do so.

For your security we may need to verify your identity before we process your instructions above.

## **Cookies and tracking**

### Use of cookies

A cookie is a small text file which is placed onto your device when you access our website. We use cookies on this website to:

- recognise you whenever you visit this website (this speeds up your access to the website as you do not have to log in each time);
- obtain information about your preferences, online movements and use of the internet;
- carry out research and statistical analysis to help improve our content, products and services and to help us better understand our customer requirements and interests;
- make your online experience more efficient and enjoyable.

In most cases we will need your consent in order to use cookies on this website. The exception is where the cookie is essential in order for us to provide you with a product or service you have requested.

### Consent to cookies

If you visit our website when your browser is set to accept cookies, we will interpret this as an indication that you consent to our use of cookies and other similar technologies as described in this Privacy Notice. If you change your mind in the future about letting us use cookies, you can modify the settings of your browser to reject cookies or disable cookies completely.

### Description of cookies

The table below provides some information on the cookies which we use on our website:

Type of Cookie	What it does	Why is it used	How long it lasts
Google Analytics	Tracks users data	Making your website experience better	For as long as you are on the site.
Browser Cookies	Save our website images for faster loading	Make website browsing faster	Check your browser setting for when it clean your cache

### Turning off cookies

If you do not want to accept cookies, you can change your browser settings so that cookies are not accepted. If you do this, please be aware that you may lose some of the functionality of this website. For further information about cookies and how to disable them please go to the Information Commissioner's webpage on cookies: <https://ico.org.uk/for-the-public/online/cookies/>.

### **Take care when linking to our social media sites**

Our website provides links to our social media sites. Once on any of these social media sites, please take care if you choose to post any information as this will be on a public domain and may be widely accessible. If you would like more information about how any information posted on these sites will be used, please read the sites' privacy notice carefully.

### **Contacting us**

If you have any queries about this Privacy Notice, need further information about how we use your personal data or wish to lodge a complaint, please contact us by any of the following means:

- phone us on: 0118 9356 700
- email us at: [info@caterlinkltd.co.uk](mailto:info@caterlinkltd.co.uk)
- write to us at: TVP2 300 Thames Valley Park Drive, Reading, RG8 8HR
- contact us using our "Contact us" page on the website.

You also have the right to lodge a complaint with the Information Commissioner's Office directly. Further information, including contact details, is available at <https://ico.org.uk>.

### **Changes to this PRIVACY NOTICE**

We may change this Privacy Notice from time to time. You should check this Privacy Notice occasionally to ensure that you are aware of the most recent version that will apply each time you access the website.

Where we have made any changes to this Privacy Notice which affects the manner in which we use your personal data, we will contact you by email to inform you of this change.

This Privacy Notice was last updated on 30<sup>th</sup> October 2018.