

# STEWNATION

## Privacy information – Privacy and Cookies Policy

### What is this Privacy Policy for?

This privacy policy is for this website and served by STEWNATION and governs the privacy of its users who choose to use it.

The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore the way this website processes, stores and protects user data and information will also be detailed within this policy.

### What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we may collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history, Details of your social media profiles and postings. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

### When do we collect information?

We use different methods to collect information from and about you. You may give us information about you:

- When you visit our website, use our existing or future online services to make an online purchase and make table reservations.
- When you make an online delivery purchase through our current or future partners;
- When you engage with us on social media (Facebook, Instagram, Twitter, Google business, Tripadvisor)
- When you join or participate in a current, or future loyalty programme, enter prize draws or competitions;
- When you sign up to receive our current or future newsletters, promotional correspondence and redeem any offers received from promotional channels.
- When you contact us by any means with queries, feedback, complaints etc.
- When you choose to complete any surveys, we send you, via email, phone or in restaurant, or reviews on 3rd party websites where you have given your permission to share data with us.
- When you visit our restaurants which usually have CCTV systems operated for the security of both customers and staff. These systems may record your image during your visit.
- When you apply for a job with Mandaloun or send in your curriculum vitae.

### Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

- To provide and operate our services;
- To provide our users with ongoing customer assistance and technical support;
- To be able to contact our visitors and users with general or personalised service-related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred non-personal information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

### **How do we store, use, share and disclose site visitors' personal information?**

- Our company is hosted on the [Wix.com](https://www.wix.com) platform. [Wix.com](https://www.wix.com) provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through [Wix.com](https://www.wix.com)'s data storage, databases and the general [Wix.com](https://www.wix.com) applications. They store your data on secure servers behind a firewall.
- All direct payment gateways offered by [Wix.com](https://www.wix.com) and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard and American Express. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

### **How do we communicate with site visitors?**

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our restaurant and products, special offers and new product launches, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

### **Questions and contact information**

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [info@stewnation.uk](mailto:info@stewnation.uk) or through our *Contact Us* form on our website.

### **Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.