

## **Privacy Policy**

### **1. INTRODUCTION AND GENERAL TERMS**

Apna Khana™ is committed to protecting your personal data. Apna Khana will use the information you provide to ensure that your requirements are met to a high standard. This Privacy Policy applies to all persons whose personal data Apna Khana collects and uses for the purposes of the provision of its services.

The use of the words "**we**", "**us**", or "**our**" is for convenience only and shall include Apna Khana and any associated group entity, each of which is a separate data controller in their own right.

Our website may contain hyperlinks to websites owned and operated by third parties. These third-party websites have their own privacy policies, including use of cookies, and we urge you to review them. They will govern the use of personal information which you submit or which is collected by cookies whilst visiting these websites. We do not accept any responsibility or liability for the privacy practices of such third-party websites and your use of such websites is at your own risk.

### **2. WHAT PERSONAL DATA WILL APNA KHANA COLLECT ABOUT ME?**

When you contact us to discuss the provision of catering and/or other event services via telephone, email, Online Enquiry Form or otherwise in person, we may ask for and process information about you which may include personal data. Personal data is any information which identifies you and relates to you as an individual and this may include, but is not limited to, the following:

- personal contact information e.g. your name, personal e-mail address, residential postal address, telephone or mobile number; and
- date of birth;
- gender; and
- your IP address.

We may also process special categories of personal data including religious or philosophical beliefs.

By providing your information, you enable us and our service providers to provide you with the services you select.

### **3. HOW WILL APNA KHANA USE THE INFORMATION THEY COLLECT ABOUT ME?**

Apna Khana will use your personal information for a number of purposes in order to provide catering and event services including, but not limited to, the following:

- service administration purposes (e.g. to provide you with password reminders, to notify you that a particular service has been suspended for maintenance, etc.);

- business administration e.g. to address your service enquires, the provision of our catering and event services, to process payments, to manage contracts and keep records up to date, etc.)
- to notify you of changes to our services;
- to personalise or improve the way our content and advertising is presented to you online;
- to analyse and improve the services offered on our website, e.g. to provide you with the most user-friendly navigation experience (please see our [Cookies Policy- link to Cookies Policy](#) for more information);
- to manage our supply chain;
- to manage our competitions;
- to enable other people or businesses to carry out work on our behalf;
- to comply with our legal and/or regulatory obligations;
- to provide access to our files for audit by our professional advisors, auditors and regulators;
- where you have specifically consented to be contacted for these purposes, to send you direct marketing by telephone, post or email about special offers and current or new products and/or services; and
- where you have given us your permission, to pass your information to carefully selected organisations to allow them to tell you about their special offers or products and services that may be of interest to you.

Any processing of your personal data may be necessary for the performance of a contract with you. We will use your personal data in pursuit of our legitimate interests to manage our business operations and to enable us to comply with any legal or regulatory requirements. In circumstances where we have asked your express consent to use the personal data, we will do this with your consent.

We may undertake additional processing of personal data in line with the above listed purposes and this Privacy Policy will be updated from time to time to reflect any material changes to our processing activities.

#### **4. WILL APNA KHANA SHARE MY PERSONAL INFORMATION WITH ANYONE ELSE?**

Generally, we will only use your information within the Apna Khana group of companies and where it is necessary to achieve the purposes detailed above or to comply with our legal or regulatory obligations, or otherwise in pursuit of our legitimate business interests.

In the event that we share your personal data with a third party we will do so under an appropriate contractual arrangement to protect your personal data in line with this Privacy Policy or as permitted by applicable law and/or regulation.

Where we share your personal data with third parties outside the European Economic Area, we will take reasonable measures to ensure they treat your personal data with the same or equivalent level of protection as we do.

## **5. HOW LONG WILL MY PERSONAL INFORMATION BE RETAINED?**

Our policy is to retain personal data only for as long as it is needed to fulfil the purposes for which it was collected, or otherwise required under applicable laws and/or regulations. In some circumstances we may anonymize your personal data so that it can no longer be associated with you. We reserve the right to retain and use such anonymous data for any legitimate business purpose without further notice to you.

We will generally keep your personal data for approximately 7 years from conclusion of our services under a contract with you following which your information will be deleted from our systems.

## **7. OFFENSIVE OR INAPPROPRIATE CONTENT ON APNA KHANA'S WEBSITES**

If you post or send offensive, inappropriate or objectionable content anywhere on an Apna Khana website, or otherwise engage in any disruptive behaviour, we may use your personal data to stop such behaviour.

Where we reasonably believe that you are or may be in breach of the law (e.g. because content you have posted may be defamatory), we may use your personal data to inform relevant third parties such as your employer, e-mail/Internet provider or law enforcement agencies about the content and your behaviour.

## **8. WHAT IF I AM A USER AGED 16 OR UNDER?**

If you are aged 16 or under, please get your parent/guardian's permission before you provide personal data to us. Users without this consent are not allowed to provide us with personal data.

## **10. CAN I FIND OUT WHAT PERSONAL INFORMATION APNA KHANA HOLDS ABOUT ME?**

Under the data protection legislation, you have a right of access to your personal data processed by us. You may be asked for information to confirm your identity and/or assist us to locate the data you are seeking in response to your request. If you wish to exercise your right of access, please contact us (see section 12: Contacting Apna Khana).

## **12. CONTACTING APNA KHANA ABOUT THIS PRIVACY POLICY**

If you have any questions or comments about this Privacy Policy please contact:

The Company Secretary, [58 Banner Street, Bradford, BD3 9RH](#)

Tel: [+44 \(0\)1274 722472](tel:+44(0)1274722472)

We hope that any issues you have in respect of our processing of your personal data can be resolved between us however, if you are not happy with how we have dealt with your request, you have the right to lodge a complaint with your relevant regulatory authority. In the UK this is the Information Commissioner's Office (see: <https://ico.org.uk/> for details).

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