

KuulEats Diners Privacy Policy

Our contact details

Name: KuulEats Ltd

Address: Atlantic House Bell Lane, Bellbrook Industrial Estate, Uckfield, England, TN22 1QL

Phone Number: 0203 011 00 33

E-mail: Support@kuuleats.com

The type of personal information we collect

We currently collect and process the following information:

- Identity data - your first and last name
- Contact data - billing address, delivery address and email address
- Transaction data - may include details of Payments and details of orders placed

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Authentication and authorisation
- Placing an order
- Reserving a table
- Paying a deposit for a reservation
- Interests, preferences, purchases and allergens
- Marketing and communications data and your preferences

We also receive personal information indirectly, from the following sources in the following scenarios:

- Location (if you allow this)
- Cookie preferences
- Timezone settings on your device

We use the information that you have given us in order to

- Know how you use our website, app, products and services

We may share this information with

- Auth0 - for authentication
- SendGrid for emails

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting;

Email: Support@kuuleats.com

Telephone: 0203 011 00 33

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

How we store your personal information

Your information is securely stored in Microsoft Azure servers using distributed architecture.

We keep personal data for as long as we need it. We will then keep your information for public interest archiving, or statistical purposes.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at;

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Phone Number: 0203 011 00 33

E-mail: Support@kuuleats.com

if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at;

KuulEats Ltd

Address: Atlantic House Bell Lane, Bellbrook Industrial Estate, Uckfield, England, TN22 1QL

Phone Number: 0203 011 00 33

E-mail: Support@kuuleats.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>