



## Jurassic Coast Café

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# Jurassic Coast Café Privacy Policy

## What is it?

This Privacy Policy sets out the data processing practices Jurassic Coast Café carries out. It also covers how personal data is used and kept secure by other third parties that provide services for us, including online ordering and payments.

This policy applies to all the services we provide in person at our café in England, and online via our website that is hosted at <http://www.jurassiccoastcatering.co.uk>

**\*\*Effective Date: [02 FEBRUARY 2025]\*\***

## 1. Introduction

At Jurassic Coast Café, we value your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your data when you visit us in person, contact us by telephone, write us a letter, use our website, or make a purchase at the café or online.

When you order from our website, the choices you make are made via our Epos (Electronic Payments and Ordering System) provider Sumup that manages our back office and provides our menu via the Goodeats online ordering portal, with payments processed via Stripe.

## 2. Information We Collect

When you visit us at the café, and pay with debit or credit card at the till, your payment details are recorded.

When you contact us by telephone or email to make an order (without using our online ordering system), we collect the following information:

- Personal Information: Your name, email address, and your delivery address (if required).
- If you pay by card, we collect your Credit or Debit card details, and transaction history.
- Order Details: Information about the products or services you have purchased.

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When you place an order using our Website, we collect the following information:

- Personal Information: Your name, email address, billing address, and shipping address.
- Payment Information: Credit card details, payment method, and transaction history.
- Order Details: Information about the products or services you have purchased.

### **3. How We Use Your Information**

We use the information we collect for the following purposes:

- To process your order and complete the transaction or to process then deliver your order and complete the transaction.
- To provide customer support and respond to your inquiries.
- To send you order confirmations, updates, and other related communications.
- To improve our products, services, and website.

### **4. Cookies and Tracking Technologies**

Our website uses cookies and other tracking technologies to improve your experience and analyse our traffic. You can opt out of these technologies by adjusting your browser settings.

### **5. Sharing Your Information**

We do not sell, trade, or otherwise transfer your personal information to outside parties, except to trusted third parties who assist us in operating our website, conducting our business, or servicing you, if those parties agree to keep this information confidential. We may also release your information when required to comply with the law.

### **6. Third-Party Payment Processors**

We use third-party payment processors, including Sumup to manage our till and ordering system, and Stripe, to handle your payment information. These processors are responsible for the security and privacy of your payment data. For more information, please refer to their own privacy policies:

#### **6A. How Sumup (that provides the Good Till and Goodeats Online Ordering Portal) Handles Your Information**

Sumup (under the brands Goodeats and Good Till) is a third-party EPOS online food ordering service that handles your ordering information.

Sumup may collect, use, store and transfer different kinds of personal data about you such as:

- Identity Data
- Contact Data
- Financial Data
- Transaction Data

- Device Data
- Usage Data
- Marketing and Communications Data
- Location Data
- Other Aggregated Data

Data collected by Sumup is not transferred outside of the European Economic Area (EEA).

Sumup is responsible for the security and privacy of your ordering data. For more information on how Sumup handles your information, please refer to their Privacy Policy: [[Our Goodeats Privacy Policy | Goodtill by SumUp](#)].

#### **4B. How Stripe (that manages payments made via our website) Handles Your Information**

Stripe is a third-party payment processor that handles your payment information when ordering from our website. Stripe is responsible for the security and privacy of your payment data. For more information on how Stripe handles your information, please refer to Stripe's Privacy Policy:

[<https://stripe.com/gb/privacy>].

### **5. Data Retention**

We retain your personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable laws. Please refer to our third party providers Privacy Policies (above) for details of their data retention policies.

### **6. Security Measures**

We implement a variety of security measures to maintain the safety of your personal information. Your payment information is encrypted and securely transmitted to Stripe for processing.

### **7. Your Rights**

You have the right to:

- Access and review your personal information.
- Request corrections to inaccurate or incomplete information.
- Request the deletion of your personal information, subject to certain conditions.

### **11. Business Transfers**

In the event of a merger, acquisition, or sale of assets, your personal information may be transferred to the new owner as part of the transaction.

### **10. Children's Privacy**

Our services are not intended for children under the age of 13. We do not knowingly collect personal information from children under 13.

## **8. Contact Us**

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us via our website, by telephone or email shown at the top of this document.

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.