

PRIVACY POLICY

This privacy policy sets out how The Indian Aroma kitchen AND Taash Indian restaurant & bars uses and protects any information that you give to The Indian Aroma kitchen AND Taash Indian restaurant & bars, when you use our restaurants, websites, or other services offered by The Indian Aroma kitchen AND Taash Indian restaurant & bars.

The Indian Aroma kitchen AND Taash Indian restaurant & bars is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

The Indian Aroma kitchen AND Taash Indian restaurant & bars may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This privacy policy is effective from 26 November 2020.

WHAT WE COLLECT

We may collect the following information:

- name and job title
- contact information including email address
- date of birth
- demographic information such as postcode, visit history, preferences and interests
- other information relevant to customer surveys and/or offers
- CCTV footage from within our restaurants

What we do with the information we gather:

We require this information to understand your needs, to continually improve the service we offer and, in particular, for the following reasons:

- for internal recordkeeping, including processing table and event reservations
- to send promotional emails about new products, events special offers or other information which we think you may find interesting using the email address you have provided or to notify you about changes or updates to any of our services
- from time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail.
- to process orders for collection and/or delivery where we provide takeaway services
- to respond to any correspondence from you, to investigate complaints, queries, safety or security incidents to ensure we provide the best customer service and for any training purposes
- to provide essential detection and prevention of fraud, theft and other criminal activities and to comply with our legal, regulatory and compliance obligations

The law allows us to collect and use the information set out above for a number of reasons, including:

- with your consent
- to perform our contracts with you

LEGAL COMPLIANCE

Sometimes we don't have a choice, we are legally obliged to collect and share information, for example in relation to fraud or criminal activity.

Legitimate interest – where we need to use your data as part of the running of our business to provide our excellent services and we will do this in a way that does not materially impact any of your rights, freedoms or interests.

We won't keep your personal information for longer than is necessary for legitimate business purposes or than is required by law. When required to do so we will always ensure the data retained and, where applicable, shared, is always proportionate and limited to what is necessary.

During the Coronavirus recovery period, we may be asked by the appropriate Government(s) to retain certain personal information for designated periods of time to aid track and trace capabilities. We may be required to share this information, where legally obliged. We will delete this information at the end of the designated time periods.

IT'S EASY TO OPT-OUT

With each marketing communication you receive from The Indian Aroma kitchen AND Taash Indian restaurant & bars, you will be given the opportunity to opt-out of receiving future communications. But you can choose to opt-out at any time, that's easy too. Simply contact us and we'll take care of the rest. Just be aware that it may take up to 3 days for all of our systems to be updated.

SHARING YOUR INFORMATION

We may, on occasion, send you promotional information about third parties which we think you may find interesting but as a rule, we do not, and will not, sell any of your personal data to any third party or allow them to use it for marketing purposes.

However, as an essential part of being able to provide our services to you, we may use your data within our restaurant group of companies and we may share your data with the following categories of companies:

- companies that provide the services and support needed to run our restaurants, websites, our reservation system, including payment service providers
- law enforcement, cybersecurity companies, fraud prevention and crime reduction agencies, so we can help tackle fraud and criminal activity and to determine risk to customer accounts. We may also receive information from these bodies and use it to keep our customers and employees safe online and in our restaurants
- companies approved by you, such as social media sites (if you choose to link your accounts to us)
- We may also be required to disclose your personal data to the police or other enforcement, regulatory or Government body upon a valid request to do so. These requests are assessed on a case-by-case basis and we'll always take your privacy into consideration before sharing.

SECURITY AND PROTECTING YOUR DATA OUTSIDE THE EEA

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online or store offline.

Sometimes, in order to provide our services, we may need to share your personal data with third parties and suppliers outside the European Economic Area.

If we do, we have procedures in place to ensure your data receives the same standard of protection it gets inside the EEA. For example, our contracts with third parties stipulate the standards they must follow at all times. This means any transfer of your personal data will follow applicable laws, and we'll treat the information under the guiding principles of this privacy policy.

HOW WE USE COOKIES

A cookie is a small file that asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

CONTROLLING YOUR PERSONAL INFORMATION

You have the right to request:

- access to the personal data we hold about you, free of charge in most cases
- the correction of your personal data when incorrect, out of date or incomplete
- that we stop using your personal data for direct marketing
- that we stop any consent-based processing of your personal data if you withdraw that consent
- that we delete your data, or stop processing it or collecting it, in some circumstances
- that we transfer or port elements of your data either to you or another service provider

You can contact us to request to exercise these rights at any time as follows:

- To ask for your information to be updated, please contact info@theindinaaromakitchen.ca
- For any of the others, please contact our Legal Department, The Indian Aroma kitchen AND Taash Indian restaurant & bars 547 Ontario street St. Catharines Ontario, L2N4N4 info@theindinaaromakitchen.ca

We want to provide the best service to you, so we'll act on your requests where we can. But, sometimes, we may not be able to or may not be required to. If we choose not to action your request, we'll explain the reasons for our refusal.

WITHDRAWING CONSENT:

Whenever you give us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent. The easiest way to withdraw is to contact us using the above details. Lots of the uses of your information set out in this privacy policy are not based on your consent and therefore, we may continue to use your data, where we are legally allowed to.

Where we rely on our legitimate interest:

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We will then do so, unless we believe we have a legitimate overriding reason to continue processing your personal data. If we choose not to action your request, we'll explain the reasons for our refusal.