

Privacy Policy

Introduction

Welcome to **Curbside Cravings** ("we," "our," or "us"). We are committed to safeguarding your privacy and ensuring transparency regarding how we collect, use, and store your personal data. This Privacy Policy outlines our data handling practices in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

By using our services, you agree to the terms outlined in this policy. If you have any questions or concerns, please contact us at privacy@curbsidecravings.co.uk.

Information We Collect

We may collect and process the following types of personal data:

- **Transaction Data:** Details of payments made via Nayax for vending purchases.
- **Contact Information:** Name, email address, and phone number provided through our website or customer support enquiries.
- **Marketing Preferences:** Information regarding your preferences in receiving marketing communications from us.
- **Website Usage Data:** Information collected through cookies and similar technologies to analyse website traffic and enhance user experience.

How We Use Your Data

We utilise your personal data for the following purposes:

- **Transaction Processing:** To securely process payments through our PCI DSS-compliant provider, Nayax.
- **Customer Support:** To address enquiries, complaints, and provide customer support.
- **Marketing Communications:** To send promotional materials, newsletters, and updates, provided you have opted in to receive such communications.
- **Website Improvement:** To analyse website usage and improve our services and user experience.
- **Legal Compliance:** To comply with legal obligations and regulatory requirements.

Data Storage & Security

We are committed to ensuring that your personal data is secure. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect.

- **Payment Data:** Processed securely through our PCI DSS-compliant payment provider, Nayax.
- **Data Retention:** We retain personal data only as long as necessary to fulfil the purposes for which it was collected or as required by law.

Your Rights Under UK GDPR

You have the following rights concerning your personal data:

- **Right to Access:** Request a copy of the personal data we hold about you.
- **Right to Rectification:** Request correction of any inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of your personal data, subject to legal obligations.
- **Right to Object:** Object to the processing of your data for specific purposes, such as direct marketing.
- **Right to Data Portability:** Request transfer of your data to another service provider.

To exercise any of these rights, please contact us at privacy@curbsidecravings.co.uk.

Marketing & Communication Preferences

If you have opted in to receive marketing communications, you may opt out at any time:

- **Unsubscribe:** Click the 'Unsubscribe' link in any marketing email.
- **Contact Us:** Email us at info@curbsidecravings.co.uk to update your preferences.

Third-Party Services & Data Sharing

We do not sell or lease your personal data to third parties. However, we may share your data with trusted third parties to facilitate our services:

- **Payment Processing:** With Nayax, to process transactions securely.
- **Service Providers:** With third-party service providers who assist us in operating our business, provided they agree to keep your data confidential and secure.
- **Legal Obligations:** When required by law, to comply with legal processes or protect our rights.

Cookies & Tracking Technologies

Our website uses cookies to enhance your browsing experience. Cookies are small files placed on your device that help us analyse web traffic and tailor our services to your needs.

- **Essential Cookies:** Necessary for the website to function correctly.
- **Analytics Cookies:** Help us understand how visitors interact with our website.
- **Marketing Cookies:** Used to track visitors across websites to display relevant ads.

You can control cookie preferences through your browser settings. For more detailed information, please refer to our [Cookie Policy](#).

Policy Updates

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. Any updates will be posted on this page, and where appropriate, notified to you via email.

Last Updated: March 2025

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

- **Email:** privacy@curbsidecravings.co.uk