

Privacy Policy

Effective Date: April 21, 2025

Company Name: HundredChefs

1. Introduction

HundredChefs ("we", "us", "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our services or visit our website, in accordance with the UK General Data Protection Regulation (UK GDPR).

2. Data Controller

HundredChefs is the data controller responsible for your personal data. This means we determine how your data is processed and for what purposes.

3. Data We Collect

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

- **Identity Data:** first name, last name, username, or similar identifier
- **Contact Data:** email address, phone number, billing and delivery address
- **Financial Data:** payment card details (processed via secure third-party processors)
- **Transaction Data:** details of payments and other details of products/services purchased
- **Technical Data:** IP address, browser type and version, time zone setting, and location
- **Profile Data:** your username, preferences, feedback, and survey responses
- **Usage Data:** information about how you use our website and services
- **Marketing and Communications Data:** your preferences in receiving marketing

4. How We Collect Your Data

We collect personal data through:

- **Direct interactions** – when you register, fill in forms, or contact us
- **Automated technologies** – such as cookies and server logs
- **Third parties** – such as payment processors and analytics providers

5. Purpose and Lawful Basis for Processing

We will only use your personal data where we have a legal basis to do so. These include:

- To perform a contract with you (e.g., chef and customer services)
- With your consent (e.g., marketing preferences)
- To comply with legal obligations (e.g., record keeping)
- For our legitimate interests (e.g., improving services)

6. How We Use Your Data

We use the data to:

- Register you as a user
- Process and deliver your orders
- Manage your account and preferences
- Notify you about changes to our services or policies

- Ensure website security and troubleshooting
 - Conduct analytics and improve our website
 - Communicate marketing (with your consent)
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7. Data Sharing

We may share your personal data with:

- **Internal staff and partners** who need access to the data to fulfill services
 - **Service providers** (e.g., hosting, email, payment processors)
 - **Authorities** when legally required
We never sell your data to third parties.
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8. International Transfers

We do not routinely transfer your personal data outside the UK or the EEA. If this is required, we will ensure appropriate safeguards are in place, such as standard contractual clauses.

9. Data Security

We implement appropriate security measures to prevent your data from being accidentally lost, used, accessed, altered, or disclosed in an unauthorised way. Access is limited to those with a business need.

10. Data Retention

We retain your personal data only as long as necessary to fulfil the purposes we collected it for, including legal and reporting requirements. After this period, your data will be securely deleted or anonymised.

11. Your Rights Under GDPR

You have the right to:

- Access your personal data
- Request correction of your data
- Request erasure (“right to be forgotten”)
- Object to processing
- Request restriction of processing
- Request data portability
- Withdraw consent at any time

To exercise any of these rights, please contact us via the contact methods provided on our website.

12. Cookies

We use cookies and similar tracking technologies to enhance your browsing experience. You may choose to disable cookies in your browser settings. For more details, refer to our [Cookie Policy].

13. Marketing Communications

We will only send you marketing communications if you have opted in. You can opt out at any time by clicking the unsubscribe link in emails or by updating your profile preferences.

14. Children’s Privacy

Our website and services are not intended for children under 16. We do not knowingly collect data from minors.

15. Changes to This Policy

We may update this policy from time to time. All changes will be posted on this page, and where appropriate, notified to you by email.

16. Contact

For questions, concerns, or to exercise your data protection rights, please visit our [\[Contact Us\]](#) page.

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