

## PRIVACY AND YOUR PERSONAL DATA (Last updated 10th May 2024)

We are committed to protecting the privacy of our users and customers. This privacy policy is intended to inform you how we gather, define, and utilise your Information.

It applies to Information collected by us, or provided by you, whether in one of our restaurants, over our website (including the mobile optimised version of the website accessible from your portable hand-held device), our gift card service or in any other way (such as over the telephone). It is also intended to assist you in making informed decisions when using our websites and our products and services. Please take a minute to read and understand the policy.

All your personal Information shall be held and used in accordance with the EU General Data Protection Regulation 2016/679 ("GDPR") and national laws implementing GDPR and any Legislation that replaces it in whole or in part and any other legislation relating to the protection of personal data. If you want to know what information we collect and hold about you please write to us at the below address or via email The Chesterford Group, Chesterford House, 14 Start Hill, Stansted Distribution Centre, Bishop's Stortford, Herts, CM22 7DG.

Toff's of Muswell Hill is a trading name of Fishnchickn Ltd. Fishnchickn Ltd is the data controller of your Information for the purposes of the Act and is a company registered in England and Wales with company registration number 01018600. Our registered office is at Chesterford House, 14 Stansted Distribution Centre, Start Hill, Bishop's Stortford, CM22 7DG.

## WHAT INFORMATION DO WE COLLECT ON OUR WEBSITE?

When you visit one of our websites you may provide us with personal information such as name, email address ("Information"). You may provide us with Information in a number of ways:

- By corresponding with us by email, in which case we may retain the content of your email messages together with your email address and our responses; and
- We may collect information about your computer, including where available your IP address, operating system and browser type and the geographical location of your computer, for system administration. This is statistical data about browsing actions and patterns and does not identify you as an individual.
- Information we receive from other sources. We are working closely with third parties (including, for example, business partners, and sub-contractors in technical and payment services) and may receive information about you from them.

## COOKIES

Similar to other websites, our websites use a technology called "cookies" and web server logs to collect information about how our website/app is used. A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a website, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies.

Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our website, and the websites visited just before and just after our website. Cookies, in conjunction with our web server's log files, allow us to calculate the aggregate number of people visiting our website and which parts of the website are most popular. This helps us gather feedback so that we can improve our website and better serve our customers. Cookies do not allow us to gather any personal information about you and we do not generally store any personal information that you provided to us in your cookies.

We use 'session' cookies which enable you to carry information across pages of the Website and avoid having to re-enter information. Session cookies enable us to compile statistics that help us to understand how the Website is being used and to improve its structure.

We also use 'persistent' cookies which remain in the cookies file of your browser for longer and help us to recognise you as a unique visitor to the Website, tailoring the content of certain areas of the website to offer you content that match your preferred interests.

You can refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of the Website.

## HOW DO WE USE THE INFORMATION THAT YOU PROVIDE TO US?

We use your information in the following ways:

- to ensure that content from our website is presented in the most effective manner for you and your computer or device.
- to respond to enquiries, feedback, complaints, or job applications
- All data collected from enquiries, general feedback and complaints is stored on a secure server. It may be processed by staff who work for us. or for one of our suppliers. Such staff may be engaged in, among other things, the provision of support services. By submitting your personal data, you agree to this transfer, storing and/or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the products that you order from us, for example digital gift cards.
- to respond to your enquiries about our products and services.
- to notify you about changes to our service
- to ensure that content from our site is presented in the most effective manner for you and for your computer or your device.

## SOCIAL MEDIA

When you visit our Social Media pages, we may collect certain technical information automatically from your device (e.g device type) as well as how your device has interacted with our Social Media pages which will inform our marketing activities. Such information may include what pages have been visited and the links that have been clicked. This information is used to improve the quality and relevance of our social media content to our audiences. More information on how Facebook collects and uses information can be found here: <https://www.facebook.com/policy.php> We also display targeted advertising via our Facebook and Instagram platforms, based on user interests and demographics. For information on your ad preferences click here:

<https://www.facebook.com/help/109378269482053>

## SOCIAL MEDIA CUSTOMER SERVICE

If you reach out to us on social media, we will respond using the same channel that you contacted us on unless the enquiry is complex and requires us to disclose your personal data for further follow up. In such instances, we will ask for your contact details to continue the discussion or use the contact details you provided when you placed your order.

If you tag our page in your Instagram post, we may ask for your permission to allow us to share your image on our Instagram page. If you decline the request, we will not post your image.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce our terms and conditions of supply of goods and other agreements; or to protect the rights, property, or safety of Fish 'n' Chick'n Limited, our customers, or others. This includes exchanging information

with other companies and organisations for the purposes of fraud protection and credit risk reduction.

- Our gift card service is powered by Toggle part of Airship. Toggle will store names, mobile numbers, email addresses. To find out information about QikServe's Privacy Policy go to: <https://qikserve.com/privacy-policy>

## HOW CAN YOU ACCESS AND CORRECT YOUR INFORMATION?

You may request to access, amend or delete all your Information that we collect by writing to us at the following address. We will require evidence of your identity before we are able to act on your request.

Data Controller, The Chesterford Group, Chesterford House, 14 Start Hill, Stansted Distribution Centre, Bishop's Stortford, Herts, CM22 7DG.

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [customerservice@tcg-ltd.co.uk](mailto:customerservice@tcg-ltd.co.uk).

## YOUR CONSENT

By using our website, you consent to our collection and use of the Information as described in this Privacy Policy. If we change our privacy policies and procedures, we will post those changes on our website or otherwise notify you to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

## WHERE WE STORE YOUR PERSONAL DATA

Data and Information that we collect from you may be transferred to and stored at a destination outside the European Economic Area ("EEA"). You consent to our sending and storing your Information outside the EEA. We will take all steps reasonably necessary to ensure that your Information is treated securely and in accordance with this Privacy Policy.

We will always hold your information securely. It may be processed by staff who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing and/ or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

We do not retain details of credit card or debit card information used by our customers when placing orders for our products.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site or our app, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

## SECURITY

We maintain the highest standards of security, however the transmission of information via the internet is not completely secure. So, whilst we will do our best to protect your Information, we cannot ensure the security of your data transmitted to our website. Any information you submit is sent at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access.

## THIRD PARTY SITES

Please remember that when you use a link to go from our website to another website, our Privacy and Cookies Policy is no longer in effect. Your browsing and interaction on any other website, including websites which are linked to ours is subject to that website's own rules and policies.

- Our gift card service is powered by Toggle part of Airship Service Ltd. Toggle will store names, mobile numbers, email addresses and financial information. To find out information about Toggle's Privacy Policy go to:

<https://www.usetoggle.com/privacy-policy>