

PRIVACY POLICY

At <https://terodubai.com>, accessible online and from info@terodubai.com, our main priority is the privacy of our visitors. We are committed to safeguarding the privacy of the personal information that we process in the course of our business, including the personal information we receive from you. This Privacy Policy document outlines the types of information that are collected and recorded by <https://terodubai.com> and how we use it. The Policy explains how we collect, use, share and protect information about visitors on, from or through the <https://terodubai.com> and the choices that visitors have about the collection and use of certain information about them.

If you have additional questions or require more information about our Privacy Policy, please do not hesitate to contact us.

This Privacy Policy applies only to our online activities and is only valid for visitors to our website with regard to the information that they share and/or collect in <https://terodubai.com>. This policy is not applicable to any information collected offline or via channels other than this website.

Consent

When you access our website, or provide us with your personal data, you are accepting and, consenting to us collecting and processing your personal data. As such you are you consenting to our Privacy Policy and agreeing to its terms. Please ensure that you read this Privacy Policy carefully. If you do not consent you may discontinue use of our platforms.

Information We Collect

The personal information that you may be asked or prompted to provide, and the reasons why you may be asked or prompted to provide it, will be made clear to you at the point at which we ask you to provide your personal information.

If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message and/or any attachments you may send us, and any other information you may choose to provide.

We may source such personal information when you:

- Subscribe for a newsletter with your email address;
- Place an order for food deliveries online;
- Make an online enquiry;
- Make a reservation with us on our website, over the phone or via our mobile app;
- Voluntarily complete a customer comments card/survey;
- Get in touch with us via email or through the website to contact us or provide any feedback;
- Connect to our guest Wi-Fi portal;
- Register on our delivery ordering platform or mobile app;
- Book any of our events online;
- We may also collect personal information from publicly available sources including information from your social media profile when you like or share our content or when you access our in-restaurant Wi-Fi (please note that the information we receive will depend on the privacy preferences you have set on your social media platforms).

How We Use Your Information

We use the information we collect in various ways, including to:

- Provide you with our goods and services;
- Improve our goods and services;
- Understand and analyze how you use our website;
- Develop new products, services, features, and functionality;
- Deliver food products ordered by you;
- Understand and cater to your dietary requirements and to ensure that we take into account information about your food allergies, intolerances and/or preferences when preparing and delivering your order to you;
- Process advance booking payments;
- Send you newsletters with updates;
- Send you communications we think will be of interest to you, including emails with special promotions offers on our goods and services;
- Notify you of changes to our services;
- For internal record keeping;
- Identify and prevent fraud.

Log Files

It is also stated that <https://terodubai.com> follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this as a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

Cookies and Web Beacons

Like any other website, <https://terodubai.com> uses 'cookies'. A cookie is a text file that is placed on your hard disk by a web page server which allows the website to recognise you when you visit. Cookies only collect data about browsing actions and patterns, and do not identify you as an individual. Cookies store information including visitors' preferences, and track the pages on the website that a visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

Advertising Partners Privacy Policies

You may consult this list to find the Privacy Policy for each of the advertising partners of <https://terodubai.com>.

Third-party ad servers or ad networks use technologies like cookies, JavaScript, or Web Beacons that are used in their respective advertisements and links that appear on <https://terodubai.com>, which are sent directly to users' browsers. They automatically receive your IP address when this occurs. These technologies are used to measure the effectiveness of their advertising campaigns and/or to personalize the advertising content that you see on websites that you visit.

Note that <https://terodubai.com> has no access to or control over these cookies that are used by third-party advertisers.

Third Party Privacy Policies

<https://terodubai.com>'s Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

GDPR Data Protection Rights

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.
- The above rights are not absolute, and we may be entitled to refuse certain requests where exceptions apply.

If you choose to exercise any of the above rights, you can contact us in writing – please refer to the Contact section on the website to obtain the relevant contact information. We will endeavour to get back to you as soon possible but not later than within 28 days. In the event your request is particularly complex, we will notify you and keep you updated should it take longer than 28 days to process your request.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Data (or to exercise any of your other rights). This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it.

You have the right to raise a complaint regarding non-compliance of our privacy policy where you have made a request to remove or delete your personal data from specific processing (for example; marketing communications).

Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

<https://terodubai.com> does not knowingly direct information or collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

By using the Platform, you represent that you are at least 13 years old.

Changes To This Privacy Policy

We may update this Privacy Policy at any time. When we do, we will revise the date at top of this page. We encourage you to check this page from time to time for any changes. This policy was last updated in July 2023.

