

Welcome to Dubbahood. This website [www.dubbahood.com](http://www.dubbahood.com), is brought to you by Dubbahood Ltd. We take the privacy of our website users very seriously. We ask that you read this Privacy Policy ('the Policy') carefully as it contains important information about how we will use your personal data.

For the purposes of the Data Protection Act 1998, Dubbahood Ltd ('we' or 'us') is the 'data controller' (i.e. the company who is responsible for, and controls the processing of, your personal data).

### **Personal data we may collect about you**

We will obtain personal data about you such as your name, address, phone number, and email address when you register for our service or book a meal with one of the DubbaCooks who use our service, or you register as a DubbaCook on [www.dubbahood.com](http://www.dubbahood.com).

Additionally, we will obtain your personal data when you send us feedback, or contact us for any reason. We may also obtain sensitive personal data about you if you volunteer it during the completion of a form on the website. If you volunteer such information, you will be consenting to our processing it for the purpose of our providing the service.

### **Payment Data**

We do not store credit card details nor do we share financial details with any third parties. All payments made on the website will be processed by a third party credit card processor, PayPal, which encrypts all payment transactions. All such transactions will be governed by their privacy policy at <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>.

### **How we use your personal data**

We will use your personal data for the purposes described in the data protection notice that was given to you at the time your data was obtained. These purposes may include but not be limited to:

- facilitating booking and pick up of a meal through our site;
- billing you and paying a DubbaCook on your behalf or (if you are a DubbaCook) paying you;
- to help us identify you and any accounts you hold with us;
- administration;
- research, statistical analysis and behavioural analysis;
- customer profiling and analysing your purchasing preferences;
- marketing—see 'Marketing and opting out', below;
- fraud prevention and detection;
- customising this website, mobile application and its content to your particular preferences;
- to notify you of any changes to this website or to our services that may affect you; and
- improving our services.

### **Marketing and opting out**

If you have given permission, we may contact you by SMS, post or email about products and services we think may be of interest to you. If you prefer not to receive any direct marketing communications from us, you can opt out at any time. For more details see 'Your rights', below.

## **Cookies**

We may monitor your use of this website through the use of cookies and similar tracking devices. For example, we may monitor how many times you visit, which pages you go to, traffic data, and location data. This information helps us to build a profile of our users in order to serve our users better. Some of this data will be aggregated or statistical, which means that we will not be able to identify you individually.

Details of the Cookies used on our site is available [\[here\]](#).

You can block analytics cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies.

## **Disclosure of your personal data**

We may disclose your personal data to:

- DubbaCooks using the service to facilitate them providing their meal to you;
- our agents and service providers (including our payment services provider); and
- any government regulatory body, including (if you are a DubbaCook) to your local council for the purposes of confirming your adherence to food safety regulations.

## **Keeping your data secure**

We will use technical and organisational measures to safeguard your personal data, for example:

- access to your account is controlled by a password and username that are unique to you; and
- we store your personal data on secure servers.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. It remains your responsibility to:

- Ensure nobody else will use our website/service while you are logged into your account (we advise our users to take extra care when using public computers/devices and to NOT leave themselves logged in; it is your responsibility to ensure this does not happen);
- Log out and exit your account on Dubbahood when you are not using it, on any private and/or public computer or device; and
- Keep your password and any account details or access details secret and to yourself.

## **Monitoring**

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, fraud prevention and compliance.

## **Information about other individuals**

If you give us information on behalf of someone else (including persons for whom you wish to arrange a meal with one of our partner DubbaCooks), you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:

- give consent on his/her behalf to the processing of his/her personal data; and

- receive on his/her behalf any data protection notices.

### **Links to Other Sites**

Our website may contain links to other websites, including those of any DubbaCook. This privacy policy applies only to our website so when you visit other websites please read their privacy policies, as we cannot accept any responsibility for breaches or issues you may have in relation to privacy once you leave our website.

### **Your rights**

You have the right, subject to the payment of a small fee, to request access to personal data that we may process about you. If you wish to exercise this right, you should:

- put your request in writing;
- include proof of your identity and address (e.g., a copy of your driving licence or passport, and a recent utility or credit card bill);
- attach a cheque in the amount of £10 made payable to Dubbahood Ltd; and
- specify the personal data you want access to, including any account or reference numbers where applicable.

You have the right to require us to correct any inaccuracies in your data free of charge. If you wish to exercise this right, you should:

- put your request in writing;
- provide us with enough information to identify you (e.g., account number, username, registration details); and
- specify the information that is incorrect and what it should be replaced with.

You also have the right to ask us to stop processing your personal data for direct marketing purposes. If you wish to exercise this right, you should:

- put your request in writing (an email sent to [info@dubbahood.com](mailto:info@dubbahood.com) with a header that says 'Unsubscribe' is acceptable);
- provide us with enough information to identify you (e.g., account number, username, registration details); and
- if your objection is not to direct marketing in general, but to direct marketing by a particular channel (e.g., email or telephone), please specify the channel you are objecting to.

### **Our contact details**

We welcome your feedback and questions. If you wish to contact us, please send an email to [info@dubbahood.com](mailto:info@dubbahood.com).

We are a limited company and our registered office is 1 Tudors Business Centre, Station Yard, Waterhouse Lane, Kingswood, Tadworth, England, KT20 6EN.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

We are registered with the Information Commissioner's office as a data controller under number ZA233725.