

PRIVACY POLICY

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1. About this Privacy Policy

1.1 This Privacy Policy explains how MAKEADISH Ltd, a limited company registered in England and Wales with company number 17104447 and registered office at 15 Lockheed Street, Weston Turville, Aylesbury, HP22 3BA, United Kingdom, collects, uses, shares, stores and protects personal information.

1.2 In this Privacy Policy, "MakeADish", "we", "us" and "our" mean MAKEADISH. "Platform" means the MakeADish website at <https://www.makeadish.co.uk>, the MakeADish mobile applications for iOS and Android, and any related services, communications, features and functionality provided by MakeADish.

1.3 This Privacy Policy applies to visitors, customers, account users, hosts, chefs and other users of the Platform.

1.4 MakeADish operates an online marketplace that connects customers with independent hosts, including chefs, who prepare, list and fulfil food orders. Hosts are responsible for food preparation, food safety compliance, listing accuracy and order fulfilment. MakeADish may process and share personal information where necessary to operate the Platform and support order preparation, fulfilment, collection or delivery.

1.5 This Privacy Policy should be read together with any applicable terms of use, host terms, customer terms, cookie notice, order terms or other notices made available through the Platform.

2. Controller Details and Contact Information

2.1 For the purposes of UK data protection laws, including the UK General Data Protection Regulation and the Data Protection Act 2018, MakeADish is the controller of the personal information described in this Privacy Policy unless we state otherwise.

2.2 You can contact us about privacy matters, data access requests, correction requests, deletion requests, complaints or questions about this Privacy Policy by email at enquiries@makeadish.co.uk.

2.3 Our general business email is admin@makeadish.co.uk.

2.4 We have not appointed a data protection officer unless we notify users otherwise. Privacy enquiries should be directed to the contact email above.

3. Personal Information We Collect

3.1 We collect and use different categories of personal information depending on how you use the Platform.

3.2 For customers, we may collect:

(a) first name and last name;

(b) email address;

(c) phone number;

(d) delivery and/or collection address;

(e) account login information;

(f) order history and transaction records;

(g) location data, where permission is granted; and

(h) communications with MakeADish support.

3.3 For hosts, we may collect:

(a) first name and last name;

(b) email address;

(c) phone number;

(d) address;

(e) profile information;

(f) optional profile photograph;

(g) food listings and business-related information; and

(h) payment and payout information processed through Stripe.

3.4 For all users, we may collect:

(a) device and browser information;

(b) IP address;

(c) usage and activity data;

(d) cookies and similar technology data;

(e) communications with MakeADish support;

(f) fraud prevention, security and diagnostic information; and

(g) records of consents, preferences and account settings.

3.5 We may collect limited transaction information from payment service providers such as Stripe, including payment status, transaction identifiers, refund status, payout status and related payment processing information. We do not intend to collect or store full card numbers where payments are handled by Stripe.

3.6 We do not intentionally collect special category personal data, such as health information, biometric information, religious beliefs or trade union membership, unless this is specifically requested or required by a feature of the Platform. Users and hosts should avoid including unnecessary sensitive information in profiles, listings, messages or support communications.

3.7 Food orders may sometimes reveal information about preferences, allergies, dietary requirements or religious or philosophical choices. MakeADish may process information provided in order notes or communications where necessary to fulfil an order or respond to a request. Users should provide only the information needed for the order.

4. How We Collect Personal Information

4.1 We collect personal information directly from users when they:

- (a) register for an account;
- (b) create or update a profile;
- (c) place an order;
- (d) create, manage or publish listings;
- (e) contact MakeADish support;
- (f) provide location permission;
- (g) subscribe to communications or marketing; or
- (h) otherwise use Platform features.

4.2 We collect some information automatically through cookies, analytics tools, device information, log files and platform usage data.

4.3 We may receive information from payment service providers such as Stripe in connection with payment processing, refunds, host payouts, fraud prevention and transaction records.

4.4 We may collect information through communications between users and MakeADish, including emails and support requests.

5. How We Use Personal Information

5.1 We use personal information to operate, manage, improve and protect the Platform and to provide marketplace services to customers and hosts.

5.2 We may use personal information to:

(a) create and manage user accounts;

(b) enable customers to browse, order and purchase food;

(c) enable hosts to list, manage and fulfil food orders;

(d) share necessary customer information with hosts for order preparation, fulfilment, collection or delivery;

(e) process payments, refunds and payouts through Stripe;

- (f) provide customer support;
- (g) send order confirmations, service messages and other transactional communications;
- (h) maintain, test and improve Platform functionality;
- (i) analyse Platform usage and performance;
- (j) detect, investigate and prevent fraud, misuse, security incidents and unlawful activity;
- (k) comply with legal, regulatory, tax and accounting obligations;
- (l) respond to complaints, disputes and user requests;
- (m) manage host profiles, listings and marketplace participation; and
- (n) send marketing communications where permitted by law and user preferences.

6. Lawful Bases for Processing

6.1 We process personal information only where we have a lawful basis to do so under applicable UK data protection law.

6.2 We may process personal information where it is necessary for the performance of a contract or to take steps before entering into a contract. This may include creating accounts, processing orders, enabling host listings, arranging fulfilment, providing support and sending service-related communications.

6.3 We may process personal information where it is necessary for our legitimate interests or the legitimate interests of another party, provided those interests are not overridden by your rights and freedoms. This may include improving the Platform, preventing fraud, maintaining security, analysing usage, managing customer and host relationships, responding to support requests and enforcing Platform rules.

6.4 We may process personal information where we need to comply with a legal obligation. This may include tax, accounting, consumer protection, food safety, regulatory, fraud prevention, law enforcement and record-keeping obligations.

6.5 We may process personal information where you have given consent. This may include certain marketing communications, optional location data, non-essential cookies and similar technologies, or other optional Platform features where consent is required.

6.6 Where we rely on consent, you may withdraw that consent at any time. Withdrawal of consent will not affect processing that occurred before withdrawal.

7. Location Information

7.1 Where you grant permission, MakeADish may use location information to display nearby hosts, determine service availability, improve local search results, support order fulfilment and improve the Platform.

7.2 You can usually manage location permissions through your device settings or browser settings. If you disable location permissions, some features may be unavailable or less accurate.

7.3 We may also use delivery or collection addresses provided by customers to support order fulfilment and service availability.

8. Marketing Communications

8.1 MakeADish may use personal information to send marketing communications about the Platform, offers, updates, hosts, services or features where permitted by law.

8.2 We may use your name, email address, contact details, account information, order history, preferences and Platform activity for marketing purposes, subject to applicable consent and opt-out rules.

8.3 You can opt out of marketing communications by using the unsubscribe link in a marketing email or by contacting us at enquiries@makeadish.co.uk.

8.4 Even if you opt out of marketing, we may still send service-related communications, including order confirmations, account notices, security alerts and important Platform updates.

9. Cookies, Analytics and Similar Technologies

9.1 The Platform uses cookies and similar technologies to operate the Platform, remember preferences, support security, understand usage, improve performance and support analytics.

9.2 Cookies and similar technologies may collect device information, browser information, IP address, usage data, session information, pages visited, interactions and other technical data.

9.3 We may use essential cookies that are necessary for the Platform to function. We may also use analytics, performance, functional or marketing cookies where permitted by law and user preferences.

9.4 Where required, we will request consent before placing non-essential cookies or using similar tracking technologies.

9.5 Users can usually manage cookies through browser settings or any cookie preference tool made available on the Platform. If cookies are disabled, some features may not work properly.

9.6 The specific cookies, analytics providers, tracking technologies and retention periods are set out in more detail in a separate Cookie Policy .

10. Sharing Personal Information

10.1 We may share personal information where necessary to operate the Platform, provide services, comply with legal obligations, protect rights and safety, or support marketplace transactions.

10.2 We may share necessary customer information with hosts so that hosts can prepare, fulfil, arrange collection of, or deliver an order. This may include the customer's name, contact information, delivery or collection details, order details and relevant order instructions.

10.3 Hosts must use customer information only for the purposes of preparing, fulfilling, collecting, delivering or resolving issues relating to the relevant order, unless a separate lawful basis applies.

10.4 We may share host information with customers where necessary to display listings, support ordering, provide host profiles, facilitate communications, resolve disputes or operate marketplace features.

10.5 We may share personal information with service providers and processors who support our business and the Platform, including providers of:

- (a) hosting and infrastructure;
- (b) payment processing and payouts, including Stripe;
- (c) analytics and performance monitoring;
- (d) customer support tools;
- (e) email and communications systems;
- (f) security, fraud prevention and logging tools;
- (g) maintenance and software services; and
- (h) professional advisers where necessary.

10.6 We may share information with Stripe to process payments, refunds, fraud checks, host onboarding and payouts. Stripe will process payment information in accordance with its own terms and privacy notices where it acts as an independent controller, and in accordance with applicable processing arrangements where it acts as a processor.

10.7 We may disclose personal information if required by law, regulation, court order, law enforcement request or regulatory authority request, or where disclosure is necessary to protect rights, property, safety, users, hosts, customers or the Platform.

10.8 If MakeADish is involved in a merger, acquisition, investment, restructuring, sale of assets or similar corporate transaction, personal information may be disclosed to relevant parties as part of that transaction, subject to appropriate safeguards.

11. Hosts and Independent Responsibilities

11.1 Hosts are independent persons or businesses that use the Platform to list and fulfil food orders. Hosts are responsible for food preparation, food safety compliance, listing accuracy and order fulfilment.

11.2 Hosts may receive personal information from MakeADish where necessary to fulfil orders or manage marketplace activity. Hosts may also collect information directly from customers in connection with an order.

11.3 Hosts must handle personal information lawfully, securely and only for appropriate purposes. Hosts may have their own obligations as controllers under data protection laws depending on how they use customer information.

11.4 MakeADish is not responsible for privacy practices outside the Platform where a host independently collects, uses or shares personal information for its own purposes, except where applicable law provides otherwise.

12. International Transfers

12.1 Personal information may be transferred to, stored in or accessed from countries outside the United Kingdom where our service providers, processors, payment providers, analytics providers, support providers or technical infrastructure are located.

12.2 Where personal information is transferred outside the United Kingdom, we will take steps intended to protect the information in accordance with applicable data protection

law. This may include relying on UK adequacy regulations, the UK International Data Transfer Agreement, the UK Addendum to the European Commission Standard Contractual Clauses, or other lawful transfer mechanisms.

12.3 The exact countries, providers and transfer safeguards will be confirmed in MakeADish's data map and supplier records.

13. Data Retention

13.1 We keep personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide the Platform, maintain accounts, process orders, comply with legal obligations, resolve disputes, investigate complaints, prevent fraud and misuse, and maintain business records.

13.2 Our typical retention periods are:

(a) account information: while the account remains active;

(b) transaction records: up to 6 years;

(c) customer support records: up to 3 years; and

(d) analytics data: up to 24 months.

13.3 We may retain information for longer where required by law, tax, accounting, regulatory, dispute resolution, fraud prevention or security purposes.

13.4 If you close your account or request deletion, we may delete or anonymise personal information unless we need to retain it for a lawful reason.

14. Security

14.1 MakeADish uses reasonable technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration and disclosure.

14.2 These measures may include:

- (a) HTTPS/TLS encrypted communications;
- (b) user authentication controls;
- (c) password protection mechanisms;
- (d) secure payment processing through Stripe;
- (e) access controls and restricted permissions;
- (f) monitoring and logging systems; and
- (g) regular maintenance and security updates.

14.3 No internet-based service can guarantee absolute security. Users should keep login credentials confidential and notify us promptly if they suspect unauthorised access to their account.

15. Your Rights

15.1 Under UK data protection law, you may have rights in relation to your personal information, subject to conditions and exemptions.

15.2 These rights may include the right to:

- (a) request access to your personal information;
- (b) request correction of inaccurate or incomplete personal information;
- (c) request deletion of your personal information;
- (d) request restriction of processing;
- (e) object to certain processing;
- (f) withdraw consent where processing is based on consent;
- (g) request portability of certain personal information; and
- (h) complain to the UK Information Commissioner's Office.

15.3 To exercise your rights, contact us at enquiries@makeadish.co.uk. We may need to verify your identity before responding to a request.

15.4 We will respond to requests in accordance with applicable law. There may be circumstances where we cannot fully comply with a request, including where we need to retain information for legal, regulatory, tax, accounting, dispute resolution, security or fraud prevention reasons.

16. Account Closure and Deletion Requests

16.1 You may request account closure or deletion of personal information by contacting us at enquiries@makeadish.co.uk.

16.2 If you close your account, we may disable access to account features and delete or anonymise information that is no longer required.

16.3 We may retain certain information after account closure where necessary to comply with legal obligations, maintain transaction records, resolve disputes, investigate complaints, prevent fraud, enforce terms or protect the Platform.

17. Children

17.1 The Platform is not intended for children or minors, and children are not expected to use the Platform.

17.2 We do not knowingly collect personal information from children. If you believe a child has provided personal information to MakeADish, please contact us at enquiries@makeadish.co.uk so that we can review and take appropriate steps.

17.3 MakeADish should confirm any minimum age requirements in its customer terms, host terms and account registration flows.

18. Third-Party Links and Services

18.1 The Platform may contain links to third-party websites, apps, services or payment pages, including services provided by Stripe or other providers.

18.2 Third-party services may have their own privacy notices and terms. We are not responsible for the privacy practices of third parties where they act independently from MakeADish.

18.3 Users should review third-party privacy notices before providing personal information to those third parties.

19. Changes to this Privacy Policy

19.1 MakeADish may update this Privacy Policy from time to time to reflect changes in our services, legal requirements, technology, data practices or business operations.

19.2 Where changes are material, we may notify users by email, in-app notice, website notice or another appropriate method.

19.3 The updated Privacy Policy will apply from the date stated at the top of the policy or from the date otherwise notified.

20. Complaints

20.1 If you have a concern about how we handle personal information, please contact us first at enquiries@makeadish.co.uk so that we can try to resolve it.

20.2 You also have the right to complain to the UK Information Commissioner's Office. The ICO can be contacted through its website at <https://ico.org.uk> or by using the contact details published by the ICO from time to time.

21. Governing Law

21.1 This Privacy Policy is governed by the laws of England and Wales.

21.2 The courts of England and Wales will have jurisdiction in relation to disputes arising in connection with this Privacy Policy, subject to any rights you may have under applicable consumer or data protection laws.