



mountain cafe
aviemore

Privacy Policy

The Mountain Café PRIVACY POLICY

In this privacy policy references to “we”, “us” and “our” are to The Mountain Cafe. References to “our website” or “the website” are to

www.mountaincafe-aviemore.co.uk

What information we collect and how

The information we collect via the website, phone or email may include:

Personal Details

Any personal details you knowingly provide us with through forms and our email, such as name, address, telephone number, email address, IP address, opt in / out to marketing emails etc.

Payment Online

For orders placed online through our website, we do not hold sensitive payment details, these transactions are handled through Stripe Limited. For more information on the Stripe Ltd privacy policy, please refer to <https://stripe.com/gb/legal#data-protection-and-privacy>

Payment by phone

In order to effectively process credit or debit card transactions placed by telephone, card details are taken and processed immediately via card machine, no full card details are stored electronically or otherwise by The Mountain Cafe. It may be necessary for the bank or card processing agency to verify your personal details for authorisation outside the European Economic Area (EEA). Such information will not be transferred out of the EEA for any other purpose.

Cookies & Similar Technologies

The Mountain Cafe uses cookies (small text files placed on your device) and similar technologies to provide our websites and online services and to help collect data. Cookies allow us, among other things, to store your preferences and settings; enable you to sign-in and analyse how our website is performing.

What we do with your information

Any personal information we collect from this website will be used in accordance with the Data Protection Act 1998, GDPR and other applicable laws. The details we collect will be used:

1. To process your order and to provide after sales service

How long will your data be stored for

Your personal data will be stored for as long as you are an active customer and for 3 years after your last purchase, after which your account will be marked in-active and archived.

How to access and control your data

When purchasing from our website it does not save your details in a 'your account' area, but we receive your order and private details from stripe to be able to process your order. Once orders are processed we remove all private data.

Notification of data breaches

We will notify the data protection authority within 72 hours of discovery of a data breach, and our customers without undue delay where there exists a high risk to their rights and freedoms.

Right to be forgotten

The right to be forgotten entitles you as a customer to have the data controller erase personal data, cease further dissemination of the data, and potentially have third parties halt processing of the data. The conditions for erasure, include the data no longer being relevant to original purposes for processing, or a data subject withdrawing consent.