

Terms and privacy

MY LOCAL KITCHEN LIMITED

1. THESE TERMS. These are the terms and conditions on which we supply products to you, and by placing an order with My Local Kitchen Limited you agree to be bound by these terms and conditions of sale. Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, what to do if there is a problem and other important information.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 Who we are. We are My Local Kitchen Limited a company registered in England and Wales. Our company registration number is 12984226 and our registered office is at 9 Foundry Mews, 58 Barnes High Street, London, SW13 9AZ.

2.2 How to contact us. You can contact us by telephoning our customer service team at 07739 119783 or by writing to us at hello@mylocalkitchen.co.uk.

2.3 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order. When we use the words "writing" or "written" in these terms, this includes emails.

3. OUR CONTRACT WITH YOU

3.1 How we will accept your order. When you place an order, you will receive an on-screen confirmation of your order details. However our acceptance of your order will only take place when we email you to accept it, at which point a legally binding contract will come into existence between you and us.

3.2 If we cannot accept your order. If we are unable to accept all or part of your order, we will inform you of this and will not charge you for the relevant product(s).

3.3 Your order number. We will assign an order number to your order and tell you what it is when we email you to accept your order. It will help us if you can tell us the order number whenever you contact us about your order.

3.4 We may offer a subscription service. By signing-up for a services subscription you agree to pay us until you or we end the subscription. For the duration of your subscription, this commits you to paying for each such subscription service and you authorise us to instruct your card issuer to debit the corresponding sum automatically at the frequency determined by you when placing your first order. If the subscription service allows you to select different products for each delivery, you acknowledge that if you do not confirm your own selection by the relevant cut-off date/time specified on our website, we will select the products for you.

3.5 We only sell to the UK. Our website is solely for the promotion of our products in the UK. Unfortunately, we do not deliver to addresses outside of mainland UK and

cannot currently deliver to Northern Ireland, Republic of Ireland, Scottish Highlands and Scotland north of Glasgow, Isle of Wight, Isle of Man and the Channel Isles.

4. DISCOUNTS AND PROMOTIONS. Discount codes may be sent via email or in the post to you if you opt-in to receive correspondence from us. You may be given a discount code to take advantage of any promotion we offer. Please check any applicable expiry dates which may be stated on the promotional material. If an expiry date applies, unless a time is stated, the promotion will expire at midnight on the date stated. Discount codes will not be valid for use in conjunction with other offers, promotions or discounted items. If there is a minimum spend for the promotion to apply, the minimum spend amount must be in addition to any promotions, meal deals, multi-buys or other discounted items. Any terms and conditions contained in the promotional material will apply in addition to these terms, and will take precedence over these terms in the event of any conflict. If a discount code takes the order below the minimum order value threshold, you will need to add additional products to your basket to reach this threshold. The same applies to any free delivery threshold. If the discount code or promotion has not been successfully applied and the order completed we are not obliged to re-issue a discount code or apply the discount retrospectively.

5. GIFT CARDS. Gift cards are redeemable within the relevant expiry date for orders placed. Gift Cards cannot be exchanged or refunded for cash. Gift Cards can be used towards purchases at a higher price than its face value upon payment of the difference. If a Gift Card is used for a transaction at a lower value than the face value of the Gift Card, then the Gift Card will be updated with the revised balance and can be used towards future purchases. In the event that you are issued with a refund in relation to any product(s) purchased using a Gift Card, the refund amount will be added to the balance of the Gift Card used to complete the purchase. We have no liability for replacement or refund if a Gift Card is lost, stolen, or used by an unauthorised third party, whether they have been redeemed or not.

6. PRODUCTS MAY VARY. The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the products accurately, our products may vary slightly from those images. The packaging of the products may vary from that shown in images on our website.

7. CHANGES TO THE PRODUCTS. We may change the products at any time to reflect changes in relevant laws and regulatory requirements or make minor adjustments to recipes. These changes will not affect your use or enjoyment of the products. In addition, we may make more significant changes to the products, for example a significant change to a recipe or if an ingredient is unavailable and needs to be substituted. In the event that we make a significant change after you have placed your order, we will notify you as soon as reasonably practicable, and you may contact us in writing to cancel and receive a refund.

8. SUBSTITUTIONS. In the event that we are unable to supply a product as part of your order for any reason, we may contact you and offer you a substitute product. If you notify us in writing that you would like to accept the substitute product, we will include this item in your delivery instead of the original product you ordered. If the substitute product is cheaper

than the original product you ordered, we will refund you the difference in price. If the substitute product is more expensive than the original product you ordered, you will not be charged anything further to receive the substitute product.

9. YOUR RIGHT TO CANCEL OR MAKE CHANGES.

We are governed by the UK Distance Selling Regulations, however, as our products are perishable, you are not entitled to the right to return unwanted goods within 14 days of receiving them. Orders can be cancelled in accordance with clause 9.2 below.

If you wish to cancel your order, or make a change to your order, please contact us in writing as soon as possible, and no later than 7am two working days before your booked delivery. For example, if your booked delivery day is Tuesday, we would need to receive notification in writing by 7am on the previous Friday. If you have requested a change, we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If you choose not to go ahead, your order will be cancelled and you will receive a refund.

10. DELIVERY

10.1 Delivery costs and timescales. Please check our FAQs for details of our delivery costs and timescales.

10.2 Delivery Delays. We are not responsible for delivery delays outside of our control. If delivery is delayed we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event. If your order cannot be delivered on the expected delivery date, we may contact you to arrange a suitable alternative for the next available delivery date, or you may contact us in writing to request a refund.

10.3 If you are not at home for delivery. At checkout, we will ask you to confirm your 'safe place' for delivery in the event you are not at home to receive it. If nobody is available at your address to take delivery, your order will be left in your chosen 'safe place'. If you do not specify your 'safe place' at checkout, the delivery driver will leave it in a place they deem safe at their absolute discretion. If we have left your Products in your 'safe place', or another place deemed safe by the delivery driver, and they are stolen or damaged, we do not accept any liability for such. We may offer you a refund at our complete discretion.

10.4 When you become responsible for the goods. The product will be your responsibility from the time we deliver the product to the address you gave us.

10.5 When you own goods. You own the product once we have received payment in full.

10.6 What will happen if you do not give required information to us. We may need certain information from you so that we can supply the products to you, for example, your name, email address, contact telephone number, billing address and delivery address, which will be requested as part of the ordering process. If you do not give us this information within

a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may end our contract with you. We will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

11. IF THERE IS A PROBLEM WITH THE PRODUCT

11.1 How to tell us about problems. As we sell perishable goods, please inspect the products as soon as they are received by you. If you have any questions or complaints about the product, please contact us immediately. You can telephone our customer service team using the details specified at clause 2.2 above. We will be happy to issue a refund or store credit (at our discretion) for any product you feel does not meet our product description or standards, or any item that has been damaged in transit.

11.2 Summary of your legal rights. We are under a legal duty to supply products that are in conformity with this contract.

12. OUR RIGHTS TO END OUR CONTRACT WITH YOU

12.1 We may end our contract with you if you break it. We may end our contract with you for delivery of a product at any time by writing to you if:

- a. you do not make any payment to us when it is due;
- b. you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products, as described in clause 7.7 above;
- c. you do not, within a reasonable time, allow us to deliver the product to you.

12.2 Refund if you break our contract with you. If we end our contract with you in the situations set out in 8.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you a reasonable amount for the net costs we will incur as a result of your breaking the contract.

13. PRICE AND PAYMENT

13.1 What happens if we got the price wrong. It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.

13.2 When you must pay and how you must pay. We accept payment with Amex, Apple Pay, Google Pay, Mastercard, Visa, Paypal, Shopify Pay. You authorise us and/or our third party payment providers to take payment and/or charge your payment card for the relevant

amount at the relevant time. You must pay for the products before we dispatch them.

13.3 Subscription service payments. If you are using a subscription service, payments will be taken after the relevant cut-off date/time specified on our website (which may change from time to time), depending on the delivery date you have booked. We may change our prices at any time, and if you are using a subscription service we will give you notice of this at least 14 days before any price change takes effect. Payments taken after the notice period will be at the new price. If you do not accept the new price, you can cancel your subscription in accordance with clause 9.2 above.

14. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

14.1 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products including the right to receive products which are: as described and match information we provided to you, of satisfactory quality, fit for any particular purpose made known to us, and supplied with reasonable skill and care; and any other implied rights under the Consumer Rights Act 2015.

14.2 What we are responsible for. Subject to clause 14.1 above, if we fail to comply with these terms, we are responsible for loss or damage you suffer which is:-

- a. up to the maximum amount of the purchase price of the relevant product(s); and
- b. a foreseeable result of our breaking this contract or our failing to use reasonable care and skill (but we are not responsible for any loss or damage that is not foreseeable). Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

14.3 We are not liable for business losses. We only supply the products for domestic and private use. You are not permitted to use our products commercially or re-sell our products under any circumstances, without our prior written consent. If you do use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

14.4 We are not liable for circumstances beyond our reasonable control. We are not liable for failure to perform or delay in performing any obligation under these terms if the failure or delay is caused by any circumstances beyond our reasonable control including third

party telecommunication errors.

15. HOW WE MAY USE YOUR PERSONAL INFORMATION. We will only use your personal information as set out in our [Privacy Policy](#).

16. OTHER IMPORTANT TERMS

16.1 We have the right to change or vary these terms and conditions at any time. Unless otherwise required by applicable laws and regulations, you will be subject to the policies and terms and conditions in force at the time that you receive your order confirmation from us.

16.2 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

16.3 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, it will not prevent us taking steps against you at a later date.

16.4 Which laws apply to this contract and where you may bring legal proceedings. These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts.

Privacy Policy

1. Introduction

This privacy policy (**Policy**) relates to your personal information in connection with your use of and access to the My Local Kitchen website (www.MyLocalKitchen.co.uk) (the **My Local Kitchen Platform**) and any services provided by My Local Kitchen (the **My Local Kitchen Platform** and services together forming the **My Local Kitchen Services**).

We are committed to protecting your information and your right to privacy. If you have any questions or concerns about our Policy, or our practices with regards to your personal information, please contact us via hello@MyLocalKitchen.co.uk.

When you use the My Local Kitchen Services, you trust us with your information and we take your privacy very seriously. We seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this Policy that you do not agree with, please discontinue your use of the My Local Kitchen Services.

2. Changes to this Policy or your personal information

We review this Policy regularly and it is your responsibility to check regularly and determine whether you still agree to comply with the Policy. If you do not agree to any changes to this Policy then you must immediately stop using the My Local Kitchen Services. In the event we make any significant changes to this Policy we will use our reasonable endeavours to inform you of such changes in advance in writing.

It is important that the personal information we hold about you is true, complete, accurate and current. Accordingly, you must notify us of any changes to your personal information (for example, if you change your email address).

3. About us

The My Local Kitchen Services are owned and operated by My Local Kitchen Limited (trading as “My Local Kitchen”), a company registered in England and Wales with company number 08217527 and whose registered office is situated at Unit 7, 2 Linford Street, London, England, SW8 4AB (**My Local Kitchen/we/us/our**). My Local Kitchen is the controller (also known as a data controller) of, and is responsible for, your personal information. The term “you” refers to the user wishing to access and/or use the My Local Kitchen Services. The My Local Kitchen Platform provides a platform for you to view and purchase selected flash frozen foods online, directly from My Local Kitchen.

4. Information we may collect about you

• 4.1 Personal information you disclose to us

In Short: We collect personal information that you provide to us including information such as your name, address, contact information, company name, social media handles/URLs and payment card information.

We collect personal information that you voluntarily provide to us when registering to use and actually using the My Local Kitchen Services, or otherwise contacting us. The personal information that we collect depends on the context of your interactions, the choices you make and the products and features you use. When you use the My Local Kitchen Services and/or when you otherwise deal with us, we may collect the following information about you (the **Information**):

- **Identity Data**, which includes your first name, last name and gender.
- **Contact Data**, which means the data we use to contact you including your billing address, delivery address, email address and contact number.
- **Financial Data**, which means the payment method and card association used to process your payments for your orders. We do not store or process your card details ourselves, they are processed and stored via one of our contracted third party service providers. We encrypt your payment card details in your browser and securely transfer this data to our relevant third party payment provider to process a payment.
- **Transaction Data**, which means details about transactions you have made using the My Local Kitchen Services, including the payments to and from you along with other details of products you have purchased from us.
- **Profile Data**, which includes your username, email address and log-in data, details of any purchases or orders made by you, and your interests, preferences, feedback and survey or questionnaire responses.
- **Usage Data**, which includes Information about how you use the My Local Kitchen Services. This includes your browsing patterns and Information such as how long you might spend on one of our webpages on the My Local Kitchen Platform and what you look at and for, the page that referred you to the My Local Kitchen Platform and the click stream during your visit to our website, page response times, and page interaction Information (for example, clicks you make on a page).

- **Marketing and Communications Data**, which includes your preferences with regards to receiving marketing from us and your other communication preferences.
- **Other Information relevant to services, customer surveys, questionnaires and/or offer.**

4.2 Information automatically collected

In Short: Some Information – such as IP addresses and/or browser and device characteristics – is collected automatically when you use the My Local Kitchen Platform.

We automatically collect certain Information when you visit, use or navigate the My Local Kitchen Platform. This Information does not reveal your specific identity (unless your device name is the same as your name) but may include device and usage Information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, Information about how and when you use the My Local Kitchen Platform and other technical Information. This Information is primarily needed to maintain the security and operation of the My Local Kitchen Platform, and for our internal analytics and reporting purposes.

Like many businesses, we also collect Information through cookies and similar technologies. You can find out more about this in our [Cookies Policy](#).

5. How do we use your Information?

In Short: We process your Information for purposes based on legitimate business interests, the fulfilment of our contract with you, compliance with our legal obligations, and your consent.

We use your Information collected via the My Local Kitchen Services for a variety of business purposes described below. We process your Information for these purposes in reliance on our legitimate business interests (**Business Purposes**), in order to enter into or perform a contract with you (**Contractual Reasons**), with your consent (**Consent**), and/or for compliance with our legal obligations (**Legal Reasons**). We indicate the specific processing grounds we rely on next to each purpose listed below.

We may process your Information for the following purposes:

- To fulfil and manage any orders in connection with the My Local Kitchen Services (Contractual Reasons). We may use your Information or pass it onto our brand partners to fulfil and manage your orders, payments, returns or exchanges.
- To send administrative Information to you for Business Purposes, Legal Reasons and/or possibly Contractual Reasons. We may use your Information to send you product, service and new feature Information and/or Information about changes to our [Terms](#) and policies.
- To send you marketing and promotional communications for Business Purposes and/or with your Consent. We and/or our brand partners may use your Information for our marketing purposes, if this is in accordance with your marketing preferences. You can opt-out of our marketing emails (see below for further details).
- To facilitate account creation and log-in process with your Consent. If you choose to link your account with us to a third party account (such as your Google or Facebook account), we use the Information we are consequently allowed to collect from those third parties to facilitate account creation and the log-in process. See

the section below headed "How Do We Handle Your Social Media Log-ins" for further information.

- To administer promotions for our Business Purposes and/or with your Consent.
- To request Feedback for our Business Purposes and/or with your Consent. For example, we may use your Information to request feedback and to contact you about your use of the My Local Kitchen Platform.
- To protect the My Local Kitchen Services for Business Purposes and/or Legal Reasons. We may use your Information as part of our efforts to keep the My Local Kitchen Services safe and secure (for example, for the purposes of monitoring and/or preventing fraud).
- To enforce our Terms and policies for Business Purposes, Legal Reasons and/or possibly Contractual Reasons.
- To respond to legal requests and prevent harm for Legal Reasons. For example, if we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.
- We may use your Information for other Business Purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve the My Local Kitchen Services, our products and services, our marketing and your experience.

6. Will your Information be shared with anyone?

In Short: We only share Information for Contractual Reasons, to fulfil our Business Purposes, or with your Consent.

We only share and disclose your Information in the following situations:

- **Contractual.** We may share Information with brand providers and partners to enable any orders for products or services, or obligations arising out of any such orders, to be fulfilled.
- **Compliance with Legal Obligations.** We may disclose your Information where we are legally required to do so in order to comply with applicable laws, governmental requests, judicial proceedings, court orders, or legal processes, such as in response to a court order or a subpoena (including in response to requests from public authorities in order to meet national security or law enforcement requirements).
- **Vital Interests.** We may disclose your Information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, illegal activities or situations involving potential threats to the safety of any person, or where we believe it is necessary for the purpose of providing evidence in connection with litigation proceedings in which we are involved.
- **Third Party Service Providers.** We may share your Information with third party vendors, service providers, contractors or agents who perform services and require access to such Information to carry out that work. Examples include: postal services or couriers, organisations in the business of data analysis, email delivery or hosting services, organisations in the business of customer services, marketing or advertising, and payment providers. They will only have access to your Information to the extent that they need to perform those services. They are

required to keep your Information confidential and may not use it other than as we ask them to and always in accordance with this Policy.

- **Business Transfers.** We may share or transfer your Information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- **Third Party Advertisers.** We may use third party advertising companies to serve ads when you visit the My Local Kitchen Platform. These companies may use Information about your visits to the My Local Kitchen Platform and other websites that are contained in web cookies and other tracking technologies in order to provide personalised advertisements about goods and services that may be of interest to you. See our [Cookie Policy](#) for further Information.
- **Business Partners.** Provided you have given us Consent to do so we may share your Information with our business partners to offer you certain products, services or promotions.
- **With your Consent.** We may disclose your Information for any other purpose with your Consent.

We may disclose aggregated, anonymous Information (i.e. Information from which you cannot be personally identified), or insights based on such anonymous Information, to selected third parties, including (without limitation) analytics and search engine providers to assist us in the improvement and optimisation of the My Local Kitchen Services. In such circumstances we will not disclose any Information which can identify you personally.

7. Is your Information transferred internationally?

In Short: We may transfer, store, and process your Information in countries other than your own, but will take all reasonable steps to ensure it is protected.

Whenever we transfer your Information outside of the UK, we will take all reasonably practicable measures to protect your Information in accordance with this Policy and applicable laws. To the extent that any transfer requires approved safeguards to be in place (for example, using the EU model contract clauses in connection with transfers outside of the European Economic Area, or other appropriate safeguards) we will ensure these measures are in place.

8. Third party websites

In Short: We are not responsible for the safety of any Information that you share with third party providers who feature or advertise, but are not affiliated with, the My Local Kitchen Services.

The My Local Kitchen Platform may feature links to third party websites or contain advertisements from third parties that are not affiliated with us and which may link to other websites, online services or mobile applications. We cannot guarantee the safety and privacy of data you provide to any third parties. Any data collected by third parties is not covered by this Policy.

We are not responsible for the content or privacy and security practices and policies of any third parties, including other websites, services or applications that may be linked to or from the My Local Kitchen Platform. You should review the policies of such third parties and contact them directly if you have any related questions.

9. For How long do we keep your Information?

In Short: We keep your Information for as long as necessary to fulfil the purposes outlined in this Policy, unless a longer retention period is permitted or required by law.

We will only keep your Information for as long as it is necessary for the purposes set out in this Policy, unless a longer retention period is required or permitted by law (such as tax law, accounting requirements or other legal or regulatory requirements).

When we have no ongoing Business Purpose to justify the processing of your Information, we will either delete or anonymise it, or, if this is not possible (for example, because your Information has been stored in backup archives), then we will securely store your Information and isolate it from any further processing until deletion is possible.

10. How do we keep your Information safe?

In Short: We aim to protect your Information through a system of organisational and technical security measures.

We have implemented appropriate technical and organisational security measures designed to protect the security of any Information we process. However, please also remember that we cannot guarantee that the Internet itself is 100% secure. Although we will use our reasonable endeavours to protect your Information, transmission of personal Information to and from the My Local Kitchen Platform is at your own risk. You should only access our services within a secure environment.

11. Do we collect Information from minors?

In Short: We do not knowingly collect data from or market to children under 16 years of age.

We do not knowingly solicit data from or market to children under 16 years of age. By using the My Local Kitchen Services, you represent that you are at least 16 years of age. If we learn that Information from users less than 16 years of age has been collected, we will deactivate the relevant account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we have collected from children under 16 years of age, please contact us immediately via hello@MyLocalKitchen.co.uk.

12. How do we handle your Social MEDIA Log-ins?

Summary: If you choose to register or log into our website using a social media account, we may have access to certain Information about you.

The My Local Kitchen Platform may offer you the ability to register and log-in using your third party social media account details (e.g. Facebook, Twitter etc). Where you choose to do this, we will receive certain Information from your social media provider. The Information we receive may vary depending on the social media provider concerned, but will often include your name, e-mail address, friends list, profile picture, and other Information that you choose to make public. If you log-in using Facebook, we may also request access to other information related to your account, such as friends, check-ins and likes, and you may choose to grant or deny us access to each individual permission.

The Information that you post, transmit, or otherwise make available on the social media platform may be viewed and/or used by other users of those networks and we have no control over that viewing and use and cannot prevent further use of that Information by third parties.

If you choose to link your My Local Kitchen profile to a social media account, Information that you provide to us in the process may be included on your My Local Kitchen profile.

Additionally, your contacts on the social media platform(s) (**Friends**) may be able to see your activity on the My Local Kitchen Platform. A link to your public profile on the social media site may be added to your My Local Kitchen profile and other members and users of the My Local Kitchen Services may be able to see any Friends or links (e.g. friends of Friends) via the social network(s) that you have in common with them.

When you interact with us through social media networks, you acknowledge that we may access your Information that is held by that account, solely in accordance with your social media privacy settings. Any links to social media are not under our control and remain solely your responsibility. You acknowledge that any Information posted via social media through the My Local Kitchen Platform, or via any third party which you allow to access your content, is posted entirely at your own risk and that by posting to a public platform you make that Information visible to third parties who can use that Information at their discretion. Please note that we do not control, and are not responsible for, other uses of your Information by your third party social media provider(s). We recommend that you review their privacy policies to understand how they collect, use and share your Information, and how you can set your privacy preferences on their sites and apps.

13. Your Consent to processing

You will be required to give Consent to certain processing activities before we can process your Information. Where applicable, we will seek Consent from you when you first submit Information to or through the My Local Kitchen Services.

If you have previously given your Consent you may freely withdraw such Consent at any time. You can do this by emailing hello@My Local Kitchen.co.uk.

If you withdraw your Consent, and if we do not have another legal basis for processing your Information, then we will stop processing your Information. If we do have another legal basis for processing your Information, then we may continue to do so subject to your legal rights. Please note that if we need to process your Information in order for you to use the My Local Kitchen Services and you object or do not provide Consent to us processing your Information, you accept that the My Local Kitchen Services will no longer be available to you.

14. Marketing and opting out

If you have given Consent to marketing we may contact you about our products, services, promotions and special offers. If you no longer wish to receive such Information, you can withdraw your Consent at any time by sending an email to hello@My Local Kitchen.co.uk or unsubscribing from the communications.

If you have given Consent, we may share your Information with carefully selected third party organisations and business partners and they may contact you directly. If you would prefer to no longer receive direct marketing communications from third parties and partners after previously giving your Consent, please contact those third parties and partners directly to withdraw the Consent.

Where you opt out of receiving marketing messages, this will not apply to personal data provided to us in connection with your purchase of a product or service or your involvement in other related transactions.

15. Account Information

You may at any time review or change the Information in your account by logging into your My Local Kitchen account.

If you wish to terminate your My Local Kitchen account please contact us via hello@My Local Kitchen.co.uk and we can arrange this for you. Some Information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our [Terms](#) and/or comply with legal requirements.

16. What are your privacy rights?

In Short: You have certain rights in respect of your Information.

You have certain rights in relation to the Information that we hold about you. Details of these rights and how to exercise them are set out below. Please note that we will require evidence of your identity before we are able to respond to any requests. This is a security measure to ensure that your Information is not disclosed to a person who does not have the right to receive it. We may also contact you to ask you for further Information in relation to your request to speed up our response. To exercise or discuss any of your rights, please contact us via hello@My Local Kitchen.co.uk.

- **Right of Access.** You have the right at any time to ask us for a copy of the Information that we hold about you and to check that we are lawfully processing it. Where we have good reason, and where data protection law permits, we can refuse your request for a copy of your Information, or certain elements of the request. If we refuse your request or any element of it, we will provide you with our reason(s) for doing so.
- **Right of Correction or Completion.** If Information we hold about you is not accurate or is out of date and requires amendment or correction, you have a right to have the data rectified or completed.
- **Right of Erasure.** In certain circumstances, you have the right to request that the Information we hold about you is erased (for example, if the Information is no longer necessary for the purposes for which it was collected or processed or our processing of the Information is based only on your Consent and there are no other legal grounds on which we may process the Information).
- **Right to Object to or Restrict Processing.** In certain circumstances, you have the right to object to our processing of your Information (for example, if we are processing your Information on the basis of our legitimate interests but there are no longer any compelling legitimate grounds to justify our processing overriding your rights and interests).

You may also have the right to restrict our use of your Information, for example during a period in which we are verifying the accuracy of your Information in circumstances where you have challenged the accuracy of that Information.

- **Right of Data Portability.** In certain instances, you have a right to receive the Information that we hold about you (or a portion thereof) in a structured, commonly used and machine-readable format.

In such circumstances, you can ask us to transmit your Information to you or directly to a third party organisation on your behalf.

While we are happy for such requests to be made, we are not able to guarantee technical compatibility with a third party organisation's systems. We are also unable to comply with requests that relate to personal Information of others without their consent.

If we are relying on Consent to process your Information, you have the right to withdraw your Consent at any time. Please note however that this will not affect the lawfulness of the processing that occurred before the withdrawal of such Consent.

17. Contact us

We welcome your feedback and questions on this Policy. If you wish to contact us about this Policy or have any other questions, please email us via hello@My Local Kitchen.co.uk.

You have the right to make a complaint at any time to the Information Commissioner's Office (the **ICO**), the UK supervisory authority for data protection issues (<https://ico.org.uk/>

concerns). We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance.