

Café Frank Privacy Policy

Your privacy is important to us; as such we will always endeavour to protect your Personal Information and hold it in confidence. To do so we have implemented certain protocols and measures to ensure we are POPIA compliant.

CAFÉ FRANK is registered as (ROTISSERIE 360 EATERY CC /TA CAFÉ FRANK), (“CAFÉ FRANK”, “we”, “us” or “our”) and is committed to protecting and respecting your privacy.

This Privacy Policy, together with our website terms and conditions are available at www.cafefrank.com and aim to outline the basis on which any personal information we collect from you, or that you provide to us, will be used, stored and processed by us. Please read the following carefully to understand our views and practices regarding your personal information (as defined below) and how we will treat it.

In adopting this Privacy Policy, we wish to balance our legitimate business interests and your reasonable expectation of privacy. Accordingly, we will take reasonable steps to prevent unauthorised access to, or disclosure of your Personal Information.

By continuing to use the CAFÉ FRANK website and ordering cart you agree to the terms and conditions set out in this Privacy Policy. You agree that we may Collect Personal Information for the purposes of providing you with access to the CAFÉ FRANK website and ordering cart and for any of the purposes listed below.

<p>Use of personal information</p> <p>What do we do with your information?</p>	<p>When you order from us for delivery or pickup, or if you have an account with us, we will collect some of your personal information to allow us to perform the order and transaction. This information will include your name, address, telephone number and email address (if required).</p> <p>Menu of the day: If you sign up to receive our menu of the day, we will use your email address or mobile number for this purpose only. This email may, from time to time include information relating to shop trading times and any conditions that may affect our service to you. You can unsubscribe from this service at any time.</p> <p>Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates. You can unsubscribe from this service at any time.</p> <p>When you browse our website, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.</p>
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<p>Collection of data</p> <p>How do you collect personal data?</p> <p>How do I have my data removed?</p> <p>Age of consent</p>	<p>When you place an order for delivery or pick-up; if you have an account with us; if you sign up to one of our emails or WhatsApp groups, or if you participate in a give-away or promotion you will need to provide us with personal information to fulfil the service or transaction. In doing so, you are giving us your consent to use the information given, but only for the specific reason for which you sign up to.</p> <p>If we ask for your personal information for a secondary reason, like marketing, we will ask you directly for your expressed consent.</p> <p>Should you wish to have your details removed from our system you may send an email to info[at]cafefrank[dot]com requesting us to do so,.</p> <p>To use our website and to place an order with us, you must be 18 years old or over. If not, you need to have your parent's consent in order to do so. We do not confirm a person's age when placing an order and so request that parents monitor children's online activities.</p>
<p>Marketing permissions</p>	<p>We may invite customers to sign up to receive company updates and marketing material from us. You will need to give your express permission in order to sign up to this service. You can change your mind at any time by clicking the unsubscribe link in the footer of any email, or by sending the request to info[at]cafefrank[dot]com.</p> <p>Note: We use MailChimp as our marketing automation platform. By subscribing to our newsletter, you acknowledge that the information you provide will be transferred to MailChimp for processing in accordance with their Privacy Policy and Terms of Use.</p>
<p>Cookies</p>	<p>We use cookies to improve user experience, and analyse website traffic. For these reasons, we may share anonymous site usage data with our analytics partners. By clicking "Accept Cookies", you consent.</p> <p>We, our third party service providers and our partners may send "cookies" to your computer or use similar technologies to enhance your online experience on our Website and across the Internet. Cookies can either be permanent (i.e. they remain on your computer until you delete them) or temporary (i.e. they last only until you close your browser). On their own, cookies do not contain or reveal any Personal Data. Most browsers are initially set to accept cookies. However, if you prefer, you may adjust your browser to reject cookies from us or from any other website.</p>

<p>Disclosure</p>	<p>You agree that CAFÉ FRANK may disclose your Personal Information to the following persons:</p> <ol style="list-style-type: none"> (1) to CAFÉ FRANK employees and/or third-party service providers, such as to process your requested services properly and efficiently and in order for them to interact directly with you; (2) to law enforcement, government officials, fraud detection agencies or other third parties when We believe in good faith that the disclosure of Personal Information is necessary to prevent physical harm or financial loss, to report or support the investigation into suspected illegal activity, or to investigate violations of our Terms; (3) to our service providers (under contract with CAFÉ FRANK) who help with parts of our business operations (fraud prevention, marketing, technology services etc.). Our contracts dictate that these service providers may only use your Personal Information in connection with the services they perform for CAFÉ FRANK and not for their own benefit; (4) to third party service providers for services such as payment processing, website hosting, data analysis, infrastructure provision, IT services, customer service, e-mail delivery services, and other similar services, to enable them to provide services; (5) to third parties' sponsors of promotions or partnerships (irrespective of whether such promotions are hosted by CAFÉ FRANK), or otherwise in accordance with the rules applicable to such promotions. You should carefully review the rules, if any, of each promotion in which you choose to participate, as they may contain additional important information about CAFÉ FRANK, a sponsor's and/or other third parties' use of your Personal Information; (6) to an affiliate or other third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including without limitation in connection with any insolvency and/or similar proceedings). (7) the general public when you provide a rating or review of service received via social media, you consent to CAFÉ FRANK using that rating / review as we deem fit, including without limitation on the sites, in newsletters or other marketing material. The name that will appear next to that review will be your first name, as you would have provided upon registration. We will not display your surname, nor any of your contact details, with a rating or a review. (8) any party or third-party other than as described herein only if you consent to the sharing. <p>We will ensure that all of our employees, third-party service providers, divisions, affiliates and third-party business partners (including their employees and third-party service providers) having</p>
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	<p>access to your Personal Information are bound by appropriate and legally binding obligations in relation to the confidentiality and security of your personal information and are restricted in their processing thereof as per this privacy policy.</p>
Third-party services	<p>In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.</p> <p>However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.</p> <p>For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.</p> <p>In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.</p> <p>Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.</p> <p>When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.</p>
How do we keep data safe?	<p>We strive to protect your information the best way possible, which is why we have implemented security measures to ensure that our internal procedures meet our high security policy standards. To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed</p>
What rights you have over your data?	<p>We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.</p> <p>If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you. You can also request that we erase any personal data we hold about you. (This does not include any data we are obliged to keep for administrative, legal, or security purposes.)</p> <p>Please send an email to info[at]cafefrank[dot]com if you would like to review a copy of your personal data we have stored, or have it erased from our database.</p>

PAIA Manual

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