

Privacy Policy for Ascent Cuisine

Effective Date: January 22, 2025

At **Ascent Cuisine**, we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect your personal information when you visit our website or use our services. By using our website or services, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

We collect various types of information to provide and improve our services to you. This may include:

Personal Information

- Name, email address, phone number, and delivery address
- NDIS participant details (if applicable)
- Dietary preferences, restrictions, and health information (when necessary for meal planning)

Non-Personal Information

- Browsing data such as IP address, browser type, operating system, pages visited, and time spent on our website
 - Cookies and similar tracking technologies used to improve your experience on our website
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2. How We Use Your Information

We use your personal information for the following purposes:

- To provide personalized meal plans and services tailored to your dietary requirements
 - To process orders and manage deliveries
 - To communicate with you about your orders, services, and promotions
 - To improve and customize your experience on our website
 - To comply with legal obligations and resolve any disputes
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3. Sharing Your Information

We respect your privacy and will not share your personal information with third parties, except in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party partners (such as delivery services) who help us provide our services to you. These partners are required to protect your information and use it only for the purpose of performing their services.
- **Legal Compliance:** We may disclose your information if required by law, in response to a legal request, or to protect our rights or the safety of others.

We do not sell or rent your personal information to third parties.

4. Data Security

We take the security of your personal information seriously and use commercially reasonable means to protect it. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security. We recommend that you take steps to protect your own information, such as using strong passwords and logging out of your account when finished.

5. Cookies and Tracking Technologies

We use **cookies** and similar tracking technologies to enhance your experience on our website. Cookies are small files that are placed on your device to help us analyze website traffic, remember your preferences, and improve your browsing experience. You can control the use of cookies through your browser settings, but please note that disabling cookies may affect your ability to use certain features of our website.

6. Your Rights and Choices

You have the right to:

- **Access and Update Your Information:** You can access and update the personal information we hold about you by logging into your account or contacting us directly.
- **Request Deletion of Your Information:** You may request that we delete your personal information, subject to any legal or contractual obligations we may have.

- **Opt-Out of Communications:** You can opt-out of receiving promotional emails or marketing communications by clicking the unsubscribe link in our emails or by contacting us directly.
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7. Links to Other Websites

Our website may contain links to other websites that are not operated by us. We are not responsible for the privacy practices of third-party websites, and we encourage you to review their privacy policies before sharing any personal information.

8. Children's Privacy

Our services are not intended for individuals under the age of 13, and we do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13, we will take steps to delete that information.

9. Changes to This Privacy Policy

We reserve the right to update or change this Privacy Policy at any time. If we make significant changes to this policy, we will post the updated version on our website and update the effective date above. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

10. Contact Us

If you have any questions or concerns about our Privacy Policy or the handling of your personal information, please contact us at:

Ascent Cuisine

Email: info@ascentcuisine.com

Phone: 0432608154

Address: 39 Masterton Place Cranbourne East

By using our website and services, you acknowledge that you have read and understood this Privacy Policy.