

PRIVACY POLICY

At Piccolino Edinburgh, we are committed to protecting your privacy and handling your personal data with care and transparency.

This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website, make a booking or purchase, or interact with us in any way.

By using our website, you agree to the terms outlined in this policy.

1. Information We Collect

We may collect and process the following types of personal data:

a) Information you provide to us

This includes:

- Your name, email address, phone number, and billing or delivery address
- Booking or order details
- Payment information (processed securely by third-party providers; we do not store full card details)
- Account login details (if applicable)
- Any communication you send to us, such as enquiries or feedback

b) Information collected automatically

When you use our website, we may collect:

- IP address, browser type, and operating system
- Pages visited and time spent on the site
- Device type and settings
- This information is collected using cookies and analytics tools.

c) Information from third parties

We may receive data from:

- Payment providers and delivery partners
- Marketing platforms, where you have given consent

2. How We Use Your Information

We use your personal data to:

- Process bookings, orders, and payments
- Provide customer support and respond to enquiries
- Send confirmations, updates, and service-related messages
- Improve our website, services, and customer experience
- Send marketing communications (only where you have opted in)
- Comply with legal obligations and prevent fraud

3. Cookies and Tracking

We use cookies and similar technologies to:

- Ensure the website functions correctly
- Remember your preferences
- Analyse website usage
- Support marketing activity where applicable

You can manage or disable cookies through your browser settings, although this may affect website functionality.

4. Sharing Your Information

We do not sell your personal data. We may share your information with trusted third parties where necessary, including:

- Payment processors
- Delivery or booking service providers
- IT and website hosting providers
- Analytics and marketing services (with your consent)
- Legal authorities where required
- All third parties are required to handle your data in accordance with data protection laws.

5. Data Retention

We retain personal data only for as long as necessary:

- Transaction and booking records: up to 6 years (for legal and accounting purposes)
- Marketing data: until you withdraw consent
- Analytics data: in line with provider retention policies

6. Your Rights

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data where applicable
- Restrict or object to processing
- Request transfer of your data
- Withdraw consent for marketing at any time

To exercise these rights, please contact us using the details below.

7. Data Security

We take appropriate technical and organisational measures to protect your personal data. While we take security seriously, no system can be completely secure.

8. International Transfers

If your data is transferred outside the UK or European Economic Area, we ensure appropriate safeguards are in place, such as standard contractual clauses.

9. Children's Data

Our website is not intended for individuals under 16 years of age, and we do not knowingly collect personal data from children.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

11. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact us:

Email: hello@piccolinoedinburgh.com

Address: 103 High Riggs, Edinburgh EH3 9RP