

Privacy Policy

Thamarai Foods and Trading Private Limited (“we” and “us”), trading as Taiwan Maami™, is committed to protecting your privacy. This Privacy Policy explains how we use the information we collect about you, when you visit our website and café, and how you can instruct us if you prefer to limit the use of that information, your rights in relation to that information and the procedures that we have in place to safeguard your privacy.

If you have any questions about this Privacy Policy, please go to the ‘Contact Us’ section on our website www.taiwanmaami.com and you can ask us anything. If you do not agree with this Privacy Policy, you must not provide us with any personal information including by using this website or submitting information to us through or in connection with this website.

Information We Collect

1. **Personal Information:** When you access our website or place an order, we may collect personal data including, but not limited to:
 - Name
 - Email address
 - Mailing address
 - Phone number
 - Payment details (credit/debit card information, bank account details)
2. **Usage Data:** We collect information on how you interact with our website. This may include:
 - IP address
 - Browser type
 - Pages visited
 - Time spent on pages
 - Referring website
 - Diagnostic data
3. **Cookies and Tracking Technologies:** We utilize cookies and similar tracking technologies to enhance your experience on our website. Cookies are small files stored on your device that help us analyse web traffic and tailor our services to your preferences.

Use of Your Information

1. **Service Provision and Maintenance:** Your personal data is used to:
 - Process orders
 - Deliver products
 - Manage your account
2. **Service Improvement:** Usage data is analysed to enhance the functionality and user experience of our website.
3. **Communication:** We may use your contact information to send you:
 - Order confirmations
 - Updates
 - Promotional offers
 - Newsletters

You can opt out of receiving promotional communications at any time.

4. Legal Compliance: We may disclose your personal data to comply with legal obligations or in response to lawful requests from public authorities.

Legal Basis for Processing Personal Data

We process your personal data under the following legal bases:

1. Consent: You have given consent for the processing of your personal data for one or more specific purposes.
2. Contractual Necessity: Processing is necessary for the performance of a contract to which you are a party.
3. Legal Obligation: Processing is necessary for compliance with a legal obligation to which we are subject.
4. Legitimate Interests: Processing is necessary for the purposes of the legitimate interests pursued by Thamarai Foods and Trading Private Limited, except where such interests are overridden by your fundamental rights and freedoms.

Data Security

We employ a variety of security measures to protect your personal data. These measures include:

1. Encryption: We use encryption technologies to ensure that your data is protected during transmission and storage. This helps prevent unauthorized access to your personal data.
2. Secure Socket Layer (SSL) Technology: Our website uses SSL technology to create a secure and encrypted connection between your web browser and our servers. This ensures that any data exchanged between you and our website remains private and secure.
3. Access Controls: We implement strict access controls to ensure that only authorized personnel have access to your personal data. Our employees and contractors are bound by confidentiality obligations and are trained on data protection practices.
4. Regular Security Audits: We conduct regular security audits and assessments to identify and address potential vulnerabilities in our systems. This helps us to continuously improve our security measures and protect your data.
5. Firewalls and Intrusion Detection Systems: We use firewalls and intrusion detection systems to monitor and protect our network from unauthorized access and potential threats.
6. Data Anonymization and Minimization: Where possible, we anonymize and minimize the personal data we collect and store. This reduces the risk of unauthorized access to sensitive information.

Despite our efforts, no method of transmission over the Internet or electronic storage is 100% secure. We strive to use commercially acceptable means to protect your personal data but cannot guarantee its absolute security.

Data Retention

We will retain your personal data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your personal data to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our legal agreements and policies.

Your Data Protection Rights

Under the IT Rules, you have the following rights:

1. Right to Access: You have the right to request copies of your personal data.
2. Right to Rectification: You have the right to request that we correct any information you believe is inaccurate or incomplete.
3. Right to Erasure: You have the right to request that we erase your personal data, under certain conditions.
4. Right to Restrict Processing: You have the right to request that we restrict the processing of your personal data, under certain conditions.
5. Right to Object to Processing: You have the right to object to our processing of your personal data, under certain conditions.
6. Right to Data Portability: You have the right to request that we transfer the data we have collected to another organization, or directly to you, under certain conditions.
7. Right to Withdraw Consent: If the processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. This will not affect the lawfulness of processing based on consent before its withdrawal.
8. Right to Lodge a Complaint: You have the right to lodge a complaint with a supervisory authority if you believe that our processing of your personal data infringes data protection laws.

To exercise any of these rights, please contact us at the contact information provided below.

Third-Party Services

We may engage third-party companies and individuals to facilitate our services, provide the services on our behalf, perform service-related tasks, or assist us in analysing how our services are used. These third parties have access to your personal data only to perform these tasks on our behalf and are contractually obligated not to disclose or use it for any other purpose.

International Data Transfers

Your information, including personal data, may be transferred to and maintained on computers located outside of your state, province, country, or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your personal data will take place to an organization or a country unless there are adequate controls in place including the security of your data an

Children's Privacy

Our services are not intended for children under the age of 16. We do not knowingly collect personal data from children under 16. If we become aware that we have inadvertently collected personal data from a child under 16, we will take steps to delete such information promptly. In cases where we know a user is under the age of 16, we will require verifiable parental consent before collecting, using, or disclosing personal data from children. Parents or guardians have the right to review their child's personal data, request the deletion of their child's personal data, and refuse to permit further collection or use of their child's personal data.

Personal Information Submitted to Other Websites

We are not responsible for the privacy policies and practices of other websites even if you accessed the third-party website using links from our website. We recommend that you check the privacy policy of each website you visit and contact the owner or operator of such website if you have concerns or questions.

Further Information

We may update or revise all or any part of this Privacy Policy from time to time. A copy of the current Privacy Policy can be found on our website, and we encourage you to check it from time to time, so you are aware of any changes or updates to the notice. You can see when this Privacy Policy was last updated by checking the “last updated” date displayed at the bottom of this Privacy Policy. For further information from us on data protection and privacy or any requests concerning your personal information please email us from our contact page www.taiwanmaami.com

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