



Privacy Policy

This privacy policy tells you what to expect in relation to the personal or Corporate information which is collected, handled, and processed by Odeiga House Limited (ODHL) and its subsidiaries.

Odeiga House Limited, Unit 46 Cariocca Business Park, Ardwick, Manchester, M12 4AH is the Data Controller.

We acknowledge and agree that any personal or Corporate data of yours that we handle will be processed in accordance with all application of data protection laws in force from time to time. We currently comply with **Data Protection Regulations** which came into force in 25th May 2018.

Odeiga House Limited therefore collects personally identifiable information in line with the General Data Protection Regulations for the following reasons:

General Data Protection Regulations (GDPR)

1. Odeiga House Limited shall maintain all registrations and take all reasonable endeavours to comply with all requirements of the GDPR and any regulation created under it.
2. Odeiga House Limited will not disclose any of your personally identifiable information except when we have your permission or under special circumstances such as when it believes in good faith that the law requires disclosure.

What we collect

We may collect the following information:

(A) Information collected for processing your order/s.

- * Your name
- * Your home and/or delivery address
- * Your e-mail address.
- * Your telephone number.
- * Your Bank Account details.

(B) Information collected relevant to better customer service to you, including surveys.

- Gender
- Age
- Dietary preference
- Hobbies

(C) Information about your computer and browsing activities on the services, including through cookies, web beacons, and other similar technologies.

How we use the information.

The mentioned information is used to provide you with our services in our capacity as an online retail outlet, enabling you to source and purchase our products at your convenience based on your requirements as set out below:

The information under (A) above, applicable to you, may be used as follows:

- To process your order and obtain payment.
- For internal record keeping and business analysis
- To improve our products and services
- To inform you of new products
- To inform you of special offers

The information under (B) above may be used as follows:

- For new product development ideas
- For product profiling
- For internal market research purposes

**How we hold the information**

All the personal data we have is stored on our database in the U.K. Bank account details, where obtained, are used only for the processing of your order and are deleted as soon as your order and delivery of your order is completed.

Disclosure of your information

We are legally bound to ensure that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Odeiga House Limited may share your information with sister companies within the Odeiga House Group, (Odeiga Foods Limited, CEN Bottling Company Limited, Delta Spices and Marinades Limited) only on the condition that a relevant product information would or could be of interest to you.

We may also disclose your information with relevant government agencies, where required by the Law of the land. We may also disclose your information to our legal advisors and other companies for the purpose of undertaking presales checks for those bulk buyers or those requesting credit.

What is the legal basis for processing the information?

We will rely on your consent to process the information marked with an * above which is collected at the outset of your order processing.

In respect of your transaction with us, processing your data is of legitimate interests i.e. for administrative purposes.

Your rights

You currently have the right at any time to ask for a copy of the information about you that we hold, based on the GDPR which came into force on the 25/05/2018, at no charge to you. If you would like to make a request for the information we hold about you, please e-mail admin@odeigahouse.com.

You also have the following rights: erasure, restriction of processing, objection and data portability. Please contact our Data Protection Officer at admin@odeigahouse.com to avail of these processes.

Retention of your data

Your data will be retained for no longer than is necessary and in accordance with our Data Retention Policy.

Withdrawal of consent

If you have provided us with your consent to process your data, during an online purchase, you have the right to withdraw this at any time. To do so you should contact us by e-mailing admin@odeigahouse.com.



How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website to enable us to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.



Want to still hear about our special offers, new products and receive Discount Coupons?

The GDPR Law is in place, and at Odeiga House we care a great deal about your privacy. We would like to keep you up to date with all the new products we have coming in this summer. However, we need to know that you still consent to us contacting you.

Due to the new data protection regulation that became applicable in the European Union as of 25/5/18 we have adapted our Privacy Policy in order to provide you with clearer and more specific information as to the processing of your personal data and your rights in that respect.

Details of our privacy policy are available here

<https://www.odeigahouse.com/privacy-cookies>

If you do not object or withdraw your consent, we will assume that you are happy to continue to receive newsletters and other special offers via Email as outlined in our Privacy Policy.



Don't want to hear from us anymore?

We hope that you do but if you no longer want to receive our email communications, feel free to opt out here **UNSUBSCRIBE LINK** [HERE](#)

Thank You!

Odeiga House Limited