

# GLACIER PRIVÉ

Warehouse 8, Toufaik V

Industrial 17, Sharjah Emirates

## 1. Introduction

1) Our privacy policy describes the ways in which we collect, store, use and protect your delivery information and it is important for you to review this privacy policy. By "delivery information" we mean information that can be associated with a specific person and can be used to identify that person.

2) We do not consider anonymized information to constitute delivery information as it cannot be used to identify a specific person. We collect delivery information from you when you use [www.glacierprive.com](http://www.glacierprive.com) or its related websites and services ("Site") (including, without limitation, when you buy and sell items or when you telephone or email our customer support team). By providing us with your delivery information you expressly consent to us processing your delivery information in accordance with the terms of our privacy policy.

3) We may amend our privacy policy at any time by posting a revised version on the Site. The revised version will be effective at the time we post it and, following such posting, your continued use of the Site will constitute your express consent to us continuing to process your delivery information in accordance with the terms of our revised privacy policy.

4) We would encourage you to check the Site regularly for the announcement of any amendments to our privacy policy. Our privacy policy covers the following topics:

1. Our collection of your delivery information
  2. Our use of your delivery information
  3. Your use of your and other users' delivery information
  4. Accessing, reviewing and amending your delivery information
  5. Third party website links
  6. Cookies
  7. No spam or spoof emails
  8. Protecting your delivery information
  9. How you can contact us about privacy questions
- Our collection of your delivery information

All credit/debit cards' details or information will NOT be stored, sold, shared, rented or leased to any third parties. We accept payments online using Visa and MasterCard credit/debit card in Arab Emirates Dirham currency. The country of glacierprive.com domicile is United Arab Emirates.

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## 2. Addresses & Contact Details

Inclusion is mandatory. E-commerce merchants must disclose the E-mail Address, Contact Numbers and Address including the country, of their permanent establishment (the fixed place of business through which an e-commerce or mail / phone order merchant conducts its business) on their website. The Contact Number is mentioned. Kindly advise to include the remaining details. The Website Policies and Terms & Conditions would be changed or updated occasionally to meet the requirements and standards. Therefore the Customers must be notified about these changes as well as the Payment Gateway Provider

1) As part of your registration on the Site, you will be asked to provide us with certain delivery information, such as your name, mobile number, shipping address, email address and/or telephone number and other similar information.

2) You can pay online for your order using your credit card and/or debit card

3) You will need to input the card details into the section of the Site when prompted and confirm your shopping cart from any restaurant that you may be ordering from. We use these details for billing purposes and for the fulfillment of your orders. Following your registration on the Site, you should not post any delivery information (including any financial information) anywhere on the Site other than on the section of the Site as prompted. Restricting the posting of delivery information on the Site protects you from the possibility of fraud or identity theft.

4) We will collect transaction information based on your orders using the Site, this transaction information is used solely in relation to the transactions you undertake on the Site and for no other reasons.

5) Please note that we may use your Internet protocol (or IP) address (which is a unique number assigned to your computer server or your Internet service provider (or ISP)) to analyze user trends and improve the administration of the Site.

6) We may also collect information about your computer (for example, browser type) and navigation information (for example, the pages you visit on the Site) along with the times that you access the Site. Finally, we may collect additional information from or about you in other ways not specifically described here. For example, we may collect information related to your contact with our customer support team or store results when you respond to a survey. We may also collect feedback ratings and other comments relating to your use of the Site. Where we aggregate delivery information for statistical purposes, such aggregated delivery information shall be anonymized.

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## 3. Our use of your delivery information

1) We only use your delivery information to provide services and customer support to you; to measure and improve our services to you; to prevent illegal activities and implement our user agreement with you ("User Agreement"); troubleshoot problems; collect fees; provide you with promotional emails and verify information you give us with third parties. For example, we may share some of the delivery information you give us with banks or credit card authorization, processing and verification services or with payment processor for fraud screening purposes. All credit card/Debit card payments are processed through secured payment gateway.

2) Though we make every effort to preserve your privacy, we may need to disclose your delivery information to law enforcement agencies, government agencies or other third parties where we are compelled so to do by court order or similar legal procedure; where we are required to disclose your delivery information to comply with law; where we are cooperating with an ongoing law enforcement investigation or where we have a good faith belief that our disclosure of your delivery information is necessary to prevent physical harm or financial loss, to report suspected illegal activity or to investigate a possible violation of our User Agreement.

3) For all orders of customers to be fulfilled and delivered accurately, the name, address and contact details will be shared as part of the online order. Financial information is not disclosed in these circumstances.

4) Additionally, information relating to items you are buying or selling you are participating in is displayed on the Site. This information can include details of your user ID, feedback ratings and associated comments relating to your use of the Site. Otherwise, we will only disclose your delivery information to a third party with your express permission.

5) All customer's Personal identifiable information will NOT be stored, sold, shared, rented or leased to any third parties .

6) By registering on the Site, you give us your express consent to receive promotional emails about our services and emails announcing changes to, and new features on, the Site. If, at any time, you decide that you do not wish to receive any such emails, you can opt out of receiving such emails by clicking on the link at the bottom of any of the emails.

Your use of your and other users' delivery information

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1) We cannot guarantee the privacy of your delivery information when you share delivery information with other Site members so you should always seek information on the privacy and security policies of any other Site members with whom you are transacting prior to sharing any of your delivery information with another Site member.

2) This privacy policy does not cover your release of your delivery information to another Site member.

3) You agree to use any delivery information received from another Site member in relation to a transaction on the Site solely in relation to such transaction and shall not use the information received from another Site member for any other purposes (except with the express consent of the other Site member).

4) You acknowledge and agree and you shall use delivery information received from another Site member in accordance with all applicable laws.

Third party website links.

The Site may contains links to other websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage you when you leave the Site to read the privacy statements of each and every website you visit if you intend to provide delivery information to that website. Our privacy policy applies solely to your delivery information that we collect on the Site.

Cookies

1) Like many websites, the Site uses 'cookie' technology (small computer files placed on your computer's hard drive). When you go to particular website pages on the Site, the cookie identifies your browser with a unique, random number.

2) The cookies we use do not reveal any delivery information about you. Cookies help us improve your experience of the Site and also help us understand which parts of the Site are the most popular. You are always free to decline our cookies if your browser permits, although doing so may interfere with your use of the Site.

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## Protecting your delivery information

We take every precaution to safeguard all your delivery information from unauthorized access, use or disclosure. All delivery information is encrypted. However, the Internet is not a secure medium and we cannot guarantee the privacy of your delivery information. You must enter your username and password each time you want to access your account or make transactions on the Site. Choose your password carefully using unique numbers, letters and special characters. Never share your username and password with anyone. If you are concerned that your username or password has been compromised, please contact our customer support team immediately and ensure you change your password by logging onto the My Account section of the Site.

How you can contact us about privacy questions if you have questions or concerns about our collection and use of your delivery information, please contact our customer support team.

## **4. Personal Contact Information**

To place an order through the Web Site, we require you to supply us with your first and last name, home or other physical address, including your street name and address and name of your city or town, your telephone number or other "real world" personal contact information. If you supply us with your personal contact information, you may later access it, update it, modify it and delete any inaccuracies. If you would like to review or change the details you have supplied us with, you may do so at any time by accessing your account through the my account information link on the user main page. You can have more than one contact information, depending on your location. We communicate part of your contact information (name,surname,order delivery address and phone number) with the member restaurant from which you have placed an order. We also use this information to facilitate and improve your use of the Web Site, to communicate with you, for internal purposes and to comply with any requirements of law. This information may be disclosed to our staff and to third parties involved in the delivery of your order or the analysis and support of your use of the Web Site. We do not sell and will not divulge your personal contact information to third parties other than as specified in this Privacy Policy without your permission unless we are legally entitled or obliged to do so (for example, if required to do so by Court order or for the purposes of prevention of fraud or other crime).

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## **5. Your Email Address**

To register for an account, we require you to supply us with your email address, or other information needed to contact you online and over the phone. We use your e-mail address to confirm your order and to communicate with you in case of an order problem, so one can not register without an e-mail address. If you supply us with your email address, you may later access it, update it, modify it and delete any inaccuracies by accessing your account through the the my account information link on the user main page. You may also choose simply not to provide us with your email address; however you will not be able to register on the Web Site and place orders. We communicate part of your contact information (name,surname,order delivery address and phone number) with the member restaurant from which you have placed an order. We also use this information to facilitate and improve your use of the Web Site, to communicate with you, for internal purposes and to comply with any requirements of law. This information may be disclosed to our staff and to third parties involved in the delivery of your order or the analysis and support of your use of the Web Site. We do not sell and will not divulge your personal contact information to third parties other than as specified in this Privacy Policy without your permission unless we are legally entitled or obliged to do so (for example, if required to do so by Court order or for the purposes of prevention of fraud or other crime).

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## **6. Credit Card and Payment Information**

When you place an order through the Web Site, you are required to select a method of payment. [www.glacierprive.com](http://www.glacierprive.com) is not interested in your credit card information, since orders could be paid at the door directly to the restaurant through methods of payment such as cash, credit card or payment checks. Online credit card payment is also an option and for some restaurants it can be the only method of payment. For transactions with online credit cards, we transmit your entire credit card information to the appropriate credit card company in an encrypted format with globally accepted rules and applications during order processing. Upon your choice, we keep a part of your credit card information in an encrypted format, taking precaution to maintain physical, electronic and procedural safeguards over your credit card information.

## **7. Order Placement Information**

We may collect information actively generated by the placement of the order, such as a payment method, type and number of goods ordered or discount coupons used etc. We use this information to process your order and analyze and support your use of the Web Site. This information may be disclosed only to our staff and to third parties involved in the delivery of your order or the analysis and support of your use of the Web Site. We do not sell and will not divulge your purchase information to third parties other than as specified in this Privacy Policy without your permission unless we are legally entitled to obliged to do so (for example, if required to do so by Court order or for the purposes of prevention of fraud or other crime).

## **8. Navigation and Clickstream Data**

As you browse our Web Site, we gather navigational and clickstream data that shows which pages you have Web Sited, what kind of features you have used or how long you have stayed on a particular page etc. This information will not reveal your identity or be linked to you personally. We use this information to complete, support and analyze your purchases from us; to facilitate and improve your use of the Web Site; to comply with any requirements of law; to serve, or have a third party serve specialized or relevant advertising content and/or recommendations to you on the Web Site or on a third party's Web Site and for internal purposes. This information may be disclosed only to our staff and to third parties involved in the completion of your transaction, the delivery of your order, and the analysis and support of your use of the Web Site.

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## **9. We May Use Advertising Companies to Serve Ads For Us**

These companies may employ cookies and action tags to measure advertising effectiveness. They may also use this technology to serve specialized or relevant advertising content and/or recommendations to you on the Web Site or on their Web Sites. Any information that these third parties collect via cookies and action tags is completely anonymous and does not contain any personal contact information.

## **10. This website uses Google AdWords**

This website uses the Google AdWords remarketing service to advertise on third party websites (including Google) to previous visitors to our site. It could mean that we advertise to previous visitors who haven't completed a task on our site, for example using the contact form to make an enquiry, register or order. This could be in the form of an advertisement on the Google search results page, or a site in the Google Display Network. Third-party vendors, including Google, use cookies to serve ads based on someone's past visits to the [www.glacierprive.com](http://www.glacierprive.com) website. Of course, any data collected will be used in accordance with our own privacy policy and Google's privacy policy. You can set preferences for how Google advertises to you using the Google Ad Preferences page, and if you want to you can opt out of interest-based advertising entirely by cookie settings or permanently using a browser plugin.

## **11. Marketing**

We don't sell or rent your personal information to third parties for their marketing purposes without your explicit consent. We may combine your information with information we collect from other companies and use it to improve and personalize our services, content and advertising. If you do not want to receive marketing communications from us via e-mail or participate in our ad-customization programs, simply communicate your preference to us via e-mail or log onto your account at Web Site to change your relevant settings from my account link on the user main page.

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## **12. Do We Disclose Your Personal Information?**

We may disclose your information to our staff and to third parties involved in the delivery of your order, and the analysis and support of your use of the Web Site. We may disclose your information if necessary to protect our legal rights, if the information relates to actual or threatened harmful conduct, or we have good faith belief that such action is necessary to (1) conform to the requirements of law or comply with governmental orders, court orders, or legal process served on us or (2) to protect and defend our property or other rights, the users of the Web Site or the public. This includes exchanging information with other companies and organizations for fraud protection and credit risk protection.

## **13. Cookies**

Cookies are text files that are stored on your computer when you visit web sites that record your preferences. We use cookies to provide you with the best level of service by keeping track of what you have in your shopping cart, remembering you when you return to our store and using them to help us show you advertisements which are relevant to your interests. They do not contain any personal or private information. They do not harm your computer. You must accept cookies to place orders through the Web Site. You can erase or block cookies from your computer if you want. Things you should know about cookies:

We use cookies to help identify you and maintain your signed-in status.

Most cookies are "session cookies," meaning that they are automatically deleted from your hard drive at the end of a session.

You are always free to decline our cookies if your browser permits.

You may encounter cookies from third parties on certain pages of the Web Sites that we do not control.

## **14. Protection of Your Personal Information**

Web Site has secure pages to collect user information and most critical data is stored in encrypted form. We use various technical and management practices to help protect the confidentiality, security and integrity of data stored on our system. Our servers use Secure Sockets Layer (SSL) and encryption technology that works with Netscape Navigator, Microsoft Internet Explorer, Firefox, Safari and Chrome.

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## **15. Security**

Your information is stored on our servers located in Sharjah. We use many tools (passwords, physical security, etc.) to protect your personal information against unauthorized access and disclosure. However, as you probably know, third parties may unlawfully intercept or access transmissions or private communications, and other users may abuse or misuse your personal information that they collect from the Web Site. Therefore, although we work very hard to protect your privacy, we do not promise, and you should not expect, that your personal information or private communications would always remain private.

## **16. Third Parties**

This policy addresses only the use and disclosure of information we collect from you. If you disclose your information to others, whether they are users or restaurants on our Web Site or other third parties that we provide links to their web sites, different rules may apply to their use or disclosure of the information you disclose to them. [www.glacierprive.com](http://www.glacierprive.com) does not control the privacy policies of third parties.

## **17. Third Party Web Sites**

This Web Site may contain banners or ads with links to third party sites. We are not responsible for their privacy policies or content. Your use of these third party sites is entirely at your own risk and we recommend that you check the privacy policy of each site you visit.

## **18. Information about Services We Offer**

It is very important to us that we provide you with the highest level of service. In order to help us do this, from time to time we may send you details of products, services, discounts, promotions and campaigns, which we think, may be of interest to you. We may send you marketing communications with your consent. If at any time you do not wish to receive these details and wish to unsubscribe from marketing communications, contact us via e-mail or log onto your account to change your relevant settings from my account link on the user main page.