

# **Privacy policy**

## **What Information Is Collected**

We receive and store any information you enter on our Websites or give us in any other way, such as via telephone, electronic mail, online or otherwise. For example, this information may be collected when you contact us for customer support.

### **Contact Information:**

We collect and retain personal contact information that you submit to us voluntarily and this includes, but is not limited to, your name, mailing address, web address, telephone number, and e-mail address. This information may include your full name, mailing address, phone number, email address, and, where provided, your fax number. Such contact information may be used, for example, to communicate with you when necessary with respect to transactions. Additionally, we may collect contact information provided to us during any correspondence relating to customer support, as well as in connection with products and services offered on our Websites.

### **Financial Information:**

We collect and retain certain financial information from when you purchase our products and services. For example, when you sign up for any other product or service through LITTLE ITALY FOOD we require you to provide a credit card number and billing address before we will process that application. We will not sell, share or rent any financial information collected from you except as disclosed in this Privacy Policy or as necessary to fulfil any order for our products or services.

### **Demographic Information:**

We may collect and store anonymous demographic information (such as your postcode, gender and age), and use this data to tailor your experience on our Websites, provide content that we think you might be interested in, perform general improvements to the Websites, and display the content according to your preferences. Such demographic information may be shared with partners, market researchers and other third parties on an aggregate, non-personally identifiable basis. No personally identifiable information will be linked to such aggregated demographic information that is shared with third parties.

### **Other Information:**

We collect and store certain types of information whenever you interact with us. For example, our servers track the type of web browser you are using and the page from which you link. Additionally, we log IP addresses (a unique number assigned to every computer on the Internet) in order to improve security, analyse trends and administer the Websites. We may track your movement within the Websites, the third-party website pages from which you were referred, access times and browser types. We use this information to gauge the effectiveness of our Websites, track information for statistical purposes and to improve the products and services we provide. We collect this information to better develop a sense of what services our customers need and identify areas of improvement to the Websites. We may use such information for marketing purposes, and to send information to you that we believe might be of interest. In addition, such information may be shared with partners, market researchers and other third parties on an aggregate, non-personally identifiable basis. No personally identifiable information will be linked to such aggregated information shared with third parties.

We may supplement the information you provide us by acquiring publicly or commercially available information as available in the public domain or from third parties, for instance, to verify your address or to update your information and to create a profile of your preferences. We tie your personally identifiable information to information in the profile, in order to improve the content of the Websites for you or to inform you about products or services that we think will be of interest to you. From time to time, we may also ask you to participate in surveys or other communications conducted by us or third parties designed to help us improve the Websites or the products or services we provide.

### **Cookies:**

The Websites use "cookies" such purposes as enhancing your online experience by making it easier for you to navigate through the Websites and making certain features work better. Cookies are text files which are commonly deposited by websites on a user's hard drive when the user visits a website. The file identifies a user's computer and can record the user's preferences and other data about the user's website visit. We do not extract information about individual users during this process. Your web browser may enable you to disable cookies, but please note that certain services may not function correctly without it and your experience on our Websites may be hindered.

### **Third Party Cookies:**

We may use third-party advertising companies to serve ads on our behalf across the Internet. These companies may collect and use information about your visits to this and other websites and your interaction with our products and services in order to provide advertisements about goods and services of interest to you. However, no personally identifiable information (such as your name, address, email address or telephone number) will be connected with such information. They may use information about your visits to this and other websites to target advertisements for goods and services and may be used to keep track of user response to each advertisement. These targeted advertisements may appear on our Websites or on other sites that you visit. The anonymous information is collected through the use of a pixel tag or cookies, which are industry standard technologies used by most major websites. If you do not want such companies to collect this information you may opt-out.

To learn more about the use of this information or choose not to have this information used by certain third-party advertising partners, please visit the Network Advertising Initiative at <http://www.networkadvertising.org/choices>. Please note that if you delete your cookies, use a different browser, or buy a new computer, you will need to renew your opt-out choice.

**Web Beacons:** The Websites may contain electronic images (called a "single-pixel GIF" or a "web beacon") that allow a website to track the effectiveness of marketing campaigns. No personally identifiable information will be transmitted via web beacons.

## **How Personal Information Is Used**

We collect user details like First name, Last name & Email Only, on our server (<https://api.vajro.com>) if you log in with Facebook and Google login on our mobile app to update our website. **Data Deletion and Amendment:** If you choose to delete your account and all associated data (or specific parts of it), send an email to <email> requesting deletion of data. We'll process your request and delete all account data within 30 days. You will receive an email confirmation as soon as it is done.

### **Personal information section:**

We collect user details like First name, Last name & Email Only, on our server If you log in with Facebook and Google login on our mobile app to update our website.

### **Contacting Us**

If you have questions or concerns regarding this Privacy Policy, you can contact us by emailing us at [info@littleitalyfood.co.uk](mailto:info@littleitalyfood.co.uk)

## **Refund policy**

We have a 7-day return policy, which means you have 7 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging.

You'll also need the receipt or proof of purchase.

If the return is compliant, to make the return you will have to send the product at your expense to Italy, and any taxes or customs duties charged to us will not be refunded to you. Items returned to us without first requesting a return will not be accepted.

You can always contact us for any return questions at [info@littleitalyfood.co.uk](mailto:info@littleitalyfood.co.uk)

**Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and make it right.

**Exceptions / non-returnable items**

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item. Unfortunately, we cannot accept returns on sale items or gift cards.

**Exchanges**

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

**Refunds**

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

## **Shipping policy**

Our delivery service is available throughout most of the UK and is handled by multiple carriers.

We have no maximum limit except for the quantity available on the site, in case you need further quantities or information you can contact us by e-mail at [info@littleitalyfood.co.uk](mailto:info@littleitalyfood.co.uk)

It may happen that some of the selected products are out of stock, in which case we will offer a refund with notification by e-mail.

You can provide instructions on a specific place where you want to leave the package, for example, to a neighbor or on the porch, we will provide the notes for the courier, but it will always be the courier who deems the place of delivery appropriate.

Should you receive a damaged package, please sign with reserve, photograph the package and contact us immediately.

The products are dispatched from Italy.

Before the parcel arrives in UK, and the tracking will be updated, there's a further process.

After the Brexit, the parcel has to undergo custom clearance process by the Customs Authority.

So, the delivery times are extended up to 20 working days from the shipping date.