

## Privacy Policy

The privacy of your data is of prime concern to us.



We'll only ever access your Account to help you with a problem or to fix a software bug. We log access to, and transaction on all Accounts by IP address, so we can always verify that no unauthorised access has happened for as long as the logs are kept.

### Identity and Access

When you become a Highland Home Cook (hereafter referred to as HHC) customer, we ask for your name, postal address, email address and other contact details as necessary.

We'll never sell your personal info to third parties, and we won't use your name or company in marketing statements without your permission.

If you contact us with a question or to ask for help, we'll keep that correspondence, and the email address, for future reference. When you browse our marketing pages, we'll track that for statistical purposes (like conversion rates and to test new designs). We also store any information you volunteer, like surveys, for as long as it makes sense.

The only times we'll ever share your info:

- To provide products or services you've requested, but ONLY with your permission.
- To investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms & Conditions, or as otherwise required by law.
- If HHC is acquired by or merged with another organisation — we don't plan on that, but if it happens — we'll notify you well before any info about you is transferred and becomes subject to a different privacy policy.

**Encryption**

Any sensitive data (such as financial transactions or personal information) is encrypted via SSL/TLS when transmitted from our servers to your browser.

**Deleted data**

If you ever decide to cancel your HHC Account, your Account will be inaccessible, but your data will remain on our servers until the end of the current accounting period (accounting runs from 01 January to 31 December each calendar year). After that time, your data will be removed and inaccessible.

**Changes and Questions**

HHC may update this policy from time to time. We'll notify you about significant changes by emailing the Account owner or by placing a prominent notice on our site.

If you have questions about this privacy policy, please get in touch by completing the contact form on the website and we'll be happy to answer them.