PRIVACY POLICY

1. Introduction

Welcome to **Focà** ("we," "our," or "us"). We respect your privacy and are committed to protecting the personal data you share with us through our website.

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit our website and submit a message via our contact form.

2. Data Controller

For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the Data Controller responsible for your personal data is:

Focà

- **Email:** info@focacciamolondon.co.uk
- **Phone:** +44 20 3700 1023
- **Locations:**
  - 21 Roman Rd, Bethnal Green, London E2 0HU, UK
  - 339 Caledonian Rd, London N1 1DW, UK

3. Information We Collect

Because our website is a simple showcase featuring only a contact form, we only collect the personal data that you voluntarily provide to us when sending a message. This may include:

- **Contact Details:** Your name, email address, and phone number (if provided).
- **Message Content:** Any information or inquiry you type into the contact form message field.

4. How We Use Your Information

We use the personal information you submit via our contact form strictly for the following purposes:

- To respond to your inquiries, feedback, or booking requests.
- To provide customer support and communicate with you regarding your request.

Note: We do **not** use your contact details for automated marketing, newsletters, or profiling without your explicit consent. We will **never** sell or rent your personal data to third parties.

5. Legal Basis for Processing

Under the UK GDPR, we process your personal data based on:

- **Legitimate Interests:** Responding to communications and inquiries initiated by you through our website form.
- **Consent:** Where required, your submission of the form constitutes consent for us to contact you back regarding your specific query.

6. How Long We Keep Your Data

We retain your personal data only for as long as necessary to fulfill the purpose for which it was collected (i.e., to resolve your inquiry or booking request) or as required by applicable UK legal and administrative obligations. Once no longer needed, your data is securely deleted.

7. Data Storage and Third Parties

Your data is treated with strict confidentiality. However, we may share or store your data through trusted third-party service providers essential to our website's operation, such as:

- **Web Hosting & Technical Providers:** Secure servers hosting our website and backend systems.
- **Email Service Providers:** Services used to route contact form submissions to our email inbox.

All service providers are contractually obligated to handle your data securely and in compliance with UK GDPR standards.

8. Your Rights Under UK GDPR

If you are a resident of the UK or EU, you have specific legal rights regarding your personal data:

- **Right of Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct inaccurate or incomplete data.
- **Right to Erasure ("Right to be Forgotten"):** You can request that we delete your personal data.
- **Right to Restrict Processing:** You can ask us to limit how we use your data.
- **Right to Object:** You can object to our processing of your personal data based on legitimate interests.

To exercise any of these rights, please contact us at **info@focacciamolondon.co.uk**.

9. Cookies

Our website uses only essential system cookies required for proper site performance and form security. We do not use third-party tracking or advertising cookies.

10. How to Contact Us or File a Complaint

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us at:

- **Email:** info@focacciamolondon.co.uk
- **Phone:** +44 20 3700 1023

If you feel that your data protection rights have been infringed, you also have the right to lodge a complaint with the UK supervisory authority:

Information Commissioner's Office (ICO)

- **Website:** www.ico.org.uk
- **Helpline:** 0303 123 1113