Privacy policy from Olivieri's Fine Italian foods

What type of information do we collect?

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; email address; computer and connection information.

We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations.

How do we collect information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address, phone number and email address. Your personal information will be used for the specific reasons stated above only.

Why do we collect such personal information?

We collect such Non-personal and Personal Information for the following purposes:

- 1. To provide and operate the Services;
- 2. To provide our Users with ongoing customer assistance and technical support;
- 3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
- 4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
- 5. To comply with any applicable laws and regulations.

How do we store, use, share and disclose ours site visitors' personal information?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Also we are using Dropbox to store the invoices issued to our customers and keep records of your name, surname, email address and telephone number

Our email provider is Gmail by Google.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We value this relationship and would never sell your data on to third parties

How do we communicate with our site visitors?

We may contact you to notify you regarding your order, to troubleshoot problems with your order, to resolve a dispute, to collect fees or monies owed, , to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

How do we use cookies and other tracking tools?

Cookies are small pieces of data stored on a site visitor's browser, usually used to keep track of your movements and actions on our website.

Here are the types of cookies that we are using in our website. You can find out more about how cookies work a <u>www.aboutcookies.org</u>

Cookie name	Life span	Purpose
svSession	Permanent	Creates activities and BI
hs	Session	Security
incap_ses_\${Proxy-ID}_\${Site- ID}	Session	Security
incap_visid_\${Proxy- ID}_\${Site-ID}	Session	Security
nlbi_{ID}	Persistent cookie	Security
XSRF-TOKEN	Persistent cookie	Security
smSession	Two weeks	Identify logged in site members

We are also using Google Analytics and Google Maps in our website. You can check which cookies are used on our website using Chrome's built-in cookie view. Just click Secure next to the URL bar (<u>https://www.olivierisfineitalianfoods.com/</u>) and then click cookies. Make sure that you are viewing your site in incognito mode, so that your browser doesn't detect your own cookies too. How can you withdraw your consent?

If you don't want us to process your data anymore, please contact us at <u>lino.olivieri@gmail.com</u> or send us mail to: Lino Olivieri, Flat 2, 9 Prince Edward Terrace Upper, Carysfort Avenue, Blackrock, Co. Dublin, Ireland

Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Questions and our contact information

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at <u>lino.olivieri@gmail.com</u> or send us mail to: Lino Olivieri, Flat 2, 9 Prince Edward Terrace Upper, Carysfort Avenue, Blackrock, Co. Dublin, Ireland