

IKAWA LTD ('IKAWA') PRIVACY POLICY

1. Introduction to IKAWA's Privacy Policy

- Your privacy is of the highest importance to us, and we are committed to protecting your personal information when you interact with IKAWA Ltd ('IKAWA')
- When you provide personal information to IKAWA we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998 and the General Data Protection Regulation (GDPR) coming into force in May 2018.
- We do not however accept any responsibility or liability for the privacy practices of third party websites and your use of linked or other websites is at your own risk.

2. Policy General Terms

This policy relates to our use of your personal information provided to us through our website. When you use our website, and in order to service your requests, purchases, or other enquiries, we may be required to collect certain personal information from you (for example: your name, email address, payment address and details). This Privacy policy explains the following:

- **WHAT** information IKAWA may collect about you
- **HOW** IKAWA will use information we collect about you
- **WHEN** IKAWA may use your details to contact you
- **WHETHER** IKAWA will disclose your details to anyone else
- **YOUR CHOICES** regarding your personal information

3. What information will IKAWA collect about me?

Personal information is data that can be used to identify or contact a single person.

When you sign up via our website to receive a service or participate in any service or to purchase an item, we may ask for personal information about you.

Personal information we may collect: This can consist of personal information such as your name,

your email address, your address, postal code, telephone and/or mobile telephone number, date of birth. We ask for your contact preferences and if you make a purchase, your bank or credit/debit card information is required. We also use cookies and collect IP addresses (an IP address is a number that can uniquely identify a specific computer or other network device on the internet). We use analysis software to look at IP addresses and cookies for the purpose of enhancing your user experience. This information will not be used to create a personal profile of you.

You are not required to provide personal information that we have requested, but, if you chose not to do so, in many cases we will not be able to provide you with our products or services or respond to any queries you may have.

4. How will IKAWA use your personal information

IKAWA will use your personal information for a number of purposes, including the following:

- To serve you in the way you requested, such as to post your order to you, or provide you with the services or information you have purchased.
- To keep you informed on our latest services or product announcements, software updates, and upcoming events. We ask you to consent to this first on our website.
- To help us create, develop, operate, deliver, and improve our products, services, content and advertising, and for loss prevention and anti-fraud purposes.
- To send important notices, such as communications about purchases and changes to our terms, conditions, and policies. If you have entered into a legal contract to purchase with IKAWA you may not opt out of receiving these types of communications.
- We may also use personal information for internal purposes such as auditing, data analysis, and research to improve IKAWA products, services, and customer communications and to provide you with the most user-friendly navigation experience. IP addresses are used to identify the location of users of our website, and to document the number of visits from different countries and block

disruptive use.

- In order to serve you most efficiently, reputable third-party banking (including PayPal) and distribution institutions handle our credit card transactions and order fulfilment. They receive the information needed to verify and authorise your payment card and to process your order. All such organisations are under strict obligation to keep your personal information private.

Non-Personal Information

We may collect data in a form that does not, on its own, permit direct association with you, this is called non-personal information. We may collect, use, transfer, and disclose non-personal information for any purpose. The following are some examples of non-personal information that we collect and how we may use it:

- We may collect information such as post code/ search queries & search history
- We may collect information regarding customer activities on our website. This information is used to help us provide more useful information to our customers and to understand which parts of our website, products, and services are of most interest.
- We may collect and store details of search queries. This information may be used to improve the relevancy of results provided by our services.
- With your explicit consent, we may collect data about how you use your roaster and applications

If we do combine non-personal information with personal information the combined information will be treated as personal information for as long as it remains combined.

5. WHEN will IKAWA use my information to contact me?

IKAWA may contact you:

- In relation to your request, order, purchase or enquiry
- In relation to any service you may sign up for
- Where you have consented to receiving further details, information or correspondence from us
- For marketing purposes or to promote services to you unless you have not consented, opted out or unsubscribed to this.

In the event that you have posted or sent offensive or objectionable content to IKAWA or engaged in disruptive behavior and IKAWA believes you have breached any laws of England and Wales then we reserve the right to inform the relevant body such as police or appropriate law enforcement.

6. Will IKAWA disclose my information to anyone else?

We will keep your information confidential except where disclosure is required or permitted by law (such as to law enforcement or government agencies), to reasonably enforce our terms and conditions and/or protect our operations.

Otherwise only for the express purposes required to service and process your interaction with us, as follows:

- To effect payment we will have to share your information with banking/credit/debit card providers and the paypal system.
- Delivery/postal companies we use will require your personal information to process your delivery correctly.
- Our IT provider/web host who have access to our website at all times

We will require third parties to comply strictly with privacy laws and will request that such companies do not use your personal information for their own business purposes.

7. Your choices regarding your personal information

Integrity and Retention of Personal Information

We will retain your personal information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

Access to Personal Information

Under the UK Data Protection Law, you may request information about what personal information we hold at any time. You have the right to know what information we have why it is being used, where it came from and who can see it (this is also known as a Subject Access Request or SAR).

Keeping Personal Information Correct & Your right to delete

You can help ensure that your contact information and preferences are accurate, complete, and up to date by providing and updating this regularly. For other personal information we hold, we will provide

you with access for any purpose including to request that we correct the data if it is inaccurate or delete the data if we are not required to retain it by law or for legitimate business purposes. We may decline to process requests that are frivolous/vexatious, jeopardize the privacy of others, are extremely impractical, or for which access is not otherwise required by local law. Access, correction, or deletion requests can be made at any time by emailing : info@ikawacoffee.com or by requesting to speak to our Data Protection Officer.

Third-Party Sites and Services

If IKAWA websites, products, applications, or services contain links to third-party websites, products, and services, then any Information collected by such third parties will be governed by their privacy practices. We encourage you to learn about the privacy practices of those third parties. If we have not shared your personal information with them, we are not held liable for the actions or omissions of these third party sites and services.

Security of your personal information

To ensure all your personal information is secure, we are clear with our security guidelines and rules on who has access to this information with respect to all IKAWA employees and we promise to strictly adhere to those safeguards especially in the case of any breach of our Privacy or Data Protection policy which is designed to be there to protect your information. If you suspect or know that your personal data has been breached, or if you become aware of a breach occurring in whatever form, you should immediately email info@ikawacoffee.com asking for contact from our Data Protection Officer or by calling our office.

particular. When we change the policy in a material way, a notice will be posted on our website along with the updated Privacy Policy.

8. Privacy Questions

If you have any questions or concerns about IKAWA's Privacy Policy or data processing or if you would like to make a complaint in this regard, please contact us at info@ikawacoffee.com clearly setting out your request and addressing it to our Data Protection Officer.

All such communications are examined and replies issued where appropriate as soon as possible. If you are unsatisfied with the reply received, you may refer your complaint to the relevant regulator in your jurisdiction. If you ask us, we will endeavor to provide you with information about relevant complaint avenues which may be applicable to your circumstances.

IKAWA may update its Privacy Policy from time to time to keep in line with current legislation in