

4 Caesarea Terrace  
South Side, St. Sampson  
Guernsey, GY2 4QH, Channel Islands



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[www.atan.gg](http://www.atan.gg) [smile@atan.gg](mailto:smile@atan.gg)

We are a nine+ years old catering business specialising in SouthEast Asian Food. With a premises based in St. Sampson, we offer take-away healthy lunch and dinner. We also cater for outside events, corporate hospitality and private functions.

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## **ATAN AHAN Privacy Policy**

### **AHAN AHAN is a trading name under ATAN LIMITED**

We committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsibility way. This policy outlines how we aim to achieve this and includes the information collected when:

- you use our website [www.atan.gg](http://www.atan.gg)
- you make an enquiries on our website, telephone call, and/or by mail/e-mail.

### **Personal Data**

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from the data. In this case, it means personal data that you give to us via our site, over the phone and/or by e-mail.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

### **Who we are?**

ATAN LIMITED, Trading as ATAN AHAN

ATAN AHAN is a take-away and outside catering services based in Guernsey. We also offers Thai Cookery Lessons from time to time.

Our address is *4 Caesarea Terrace, South side, St. Sampson, GY2 4QH.*

### **How do we collect information from you?**

We collect information from you:

- when you make a booking or pre-ordering.
- when you visit our premises during the Covid-19 restrictions.
- make an enquiry.
- sign up to our marketing e-mails.

## What type of information is collected from you?

You may be asked to submit personal information about yourself when you make a booking/pre-ordering. We will collect this information so we can fulfil your requests.

When you make a booking, we collect information such as:

- name
- e-mail address (used for communicating, booking/pre-ordering confirmation).
- home or work address
- billing information for the services we provide in the case of no-shows (where applicable)
- contact numbers
- company name
- dietary requests
- When you dine at/with/from ATAN AHAN:
- marketing responses (where applicable)
- survey responses
- current and past services provided by us.

## When you access our site:

**Atan Ahan is committed to following data protection standards and guidelines such as the EU's General Data Protection Regulation (GDPR).**

This is the privacy statement of the Atan Ahan website: [www.atan.gg](http://www.atan.gg) which shall include, without limitation, the home page and all other pages under the same top level domain name, and all content thereon (the "Site") as provided by Atan Ahan.

### Collecting and using personal information

This Site may request and collect personally identifiable information including name, address, phone number and e-mail address through various means, such as submitted forms. All such personal information is processed in accordance with the Data Protection (Bailiwick of Guernsey) Law, 2001.

Atan Ahan will only use information collected on and through this Site to comply with the purpose for which such information was collected and for any other purposes that are disclosed at the time the information is requested.

### Collecting and using other data

#### Cookies

A cookie is a small piece of data delivered through a web browser to your computer. These are used to improve the website experience, for example, a cookie will remember preferences you have set the next time you visit this website.

### Consent to processing

By providing personal contact information to this Site, you fully understand and unambiguously consent to the transfer of such information to, and the collection and processing of such personal information in, the Bailiwick of Guernsey and other countries or territories where the web server may be located. Such transfer, collection or processing will only be done if it is necessary to comply with the purposes for which the information was collected or for any other purposes that are disclosed at the time the information is requested.

### Your acceptance of policy

By using this Site, you signify your acceptance of our Privacy Policy. We reserve the right, at our discretion, to change, modify, add, or remove portions from this policy at any time so visitors are encouraged to review this policy from time to time. Your continued use of our Site following the posting of changes to these terms, will be regarded as confirmation that you accept these changes.

### Access

If you would like to update the contact information that you have provided to the Site or if you wish to review the data that we log concerning your use of the website, please contact Atan Ahan directly at:

### ATAN AHAN (ATAN LTD)

4 Caesarea Terrace,  
St. Sampson,  
Guernsey  
GY2 4QH

T: +44(0) 1481 242170

E: [smile@atan.gg](mailto:smile@atan.gg)

### Careers:

You may submit your CV if you're interested in working for us to [smile@atan.gg](mailto:smile@atan.gg). This information may include:

- personal details
- employment details
- education
- salary history
- other relevant details

We will use this information to assess your application. We may also keep it in our records for future reference. Please get in contact if you would no longer like us to hold your records at [smile@atan.gg](mailto:smile@atan.gg).

### How is your information is used?

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, you have consented to our use of your personal data (e-g. by subscribing to e-mails), or for the communicating of the future services/events.

We require the information outlined in the previous section to understand your needs and provide you with some or full details of our services including to improve a better service, and in particular for the following reasons:

- Internal record keeping
- Send you service emails (booking confirmation and post-servicing feedback)
- Improve our menu, quality of food and services.
- Send marketing communications if you have signed up to received them.
- We may use the information to customise the website according to your interests.

### **Who has access to your information?**

We will not pass your personal information to third parties. Any personal information we requested from you will be safeguarded under the current legislations, *The Data Protection (Bailiwick of Guernsey) Law, 2017*.

We will only share your information with companies if necessary to deliver services on our behalf. For example service providers (e.g. food delivery services if we are unable to deliver the service ourselves), third-party payment processors, and other third parties to provide our Sites and fulfil your requests, and as otherwise consented to by you or as permitted by applicable law.

Third parties, the <https://submarine.gg/> (who built and maintaining our website) & <https://mailchimp.com/> (if you subscribed for our news/ mailing list such as the updates of specials menu, promotions and cookery courses) whose content appears on our site may use third-party Cookies, as detailed below. Please refer to 'Use of Cookies' for more information on controlling Cookies. Please note that we do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.

You may choose to restrict the collection or use of your personal information at any point. Please refer to the **Your Choices** section of this Privacy Policy

### **How and where do we store data?**

We only keep your personal data for as long as we need to, in order to use it as described in this privacy policy, and/or for as long as we have your permission to keep it.

ATAN data is stored securely in data centre (4 Caesarea Terrace, GY2 4QH) managed by ourselves.

### **Profiling**

*ATAN AHAN does not make use of automated decision making and profiling.*

## **Your choices**

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not pass your details to any third parties for marketing purposes unless you have expressly permitted us to. Furthermore, you can change your marketing preferences at any time by contacting us by email at [smile@atan.gg](mailto:smile@atan.gg) or unsubscribe from our mailing list (operate by <https://mailchimp.com/>).

You have a right to request a copy of the personal information that we holds about you and have any inaccuracies corrected. Any such requests should be made to this email address: [smile@atan.gg](mailto:smile@atan.gg).

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will, therefore, be retained for the following periods (or its retention will be determined on the following basis):

- Take-away pre-order, 14 days
- Private catering, once we have completed the service, you have cleared/paid the outstanding and that you no longer require our service and/or you have instructed us to remove your information.
- General and other enquiries – we do not keep/store your information

## **Security**

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our Site.

## **What happens if our business changes hands?**

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part. The new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

In the event that any of your data is to be transferred in such a manner, you will (NOT) be contacted in advance and informed of the changes. (When contacted you will (NOT, HOWEVER,) be given the choice to have your data deleted or withheld from the new owner or controller.)

### **Changes to this statement**

We will occasionally update this Privacy Policy to reflect company and customer feedback. We encourage you to periodically review this statement to be informed of how we are protecting your information.

### **Contact Information**

We welcome your comments regarding this Privacy Policy. If you believe that we are not adhered to this Privacy Policy, please contact us at [smile@atan.gg](mailto:smile@atan.gg) or call us on 01481 242170. We will aim to use commercially reasonable efforts to promptly determine and remedy the problem.

This policy was last updated on 17<sup>th</sup> June 2021.