

## Privacy Policy

**This Privacy Policy was last changed November 2024.**

### 1 Who we are

we are wagamama limited ("we" and "us") and we are committed to protecting your privacy. this privacy policy should be read in conjunction with the accessibility policy on our website at [www.wagamama.com](http://www.wagamama.com) (the "website") of which it forms part.

your personal information may also be shared, collected and used by our franchise partners. our franchise restaurants are independently owned and operated and use and/or collection of your information by our franchise partners via this website or their local restaurants is covered by their own privacy notices, not this one. if you would like to learn more about how noodlebar benelux b.v., 34202920, zuidplein 12, 1077xv Amsterdam manage your personal information, please contact them directly at [hans@wagamama.nl](mailto:hans@wagamama.nl) or visit their privacy policy here: <https://www.wagamama.nl/terms-and-conditions>

this privacy policy explains how we use the information we collect about you, when you visit this website and how you can instruct us if you prefer to limit the use of that information, your rights in relation to that information and the procedures that we have in place to safeguard your privacy

if you have any questions about this privacy policy, please go to the 'contact us' section on our website [www.wagamama.com/contact-us](http://www.wagamama.com/contact-us) and you can ask us anything. if you do not agree with this privacy policy, you must not provide us with any personal information including by using this website or submitting information to us through or in connection with this website

### how we collect your information

when you use the website we may collect and process information about you. where you can be identified from this information (directly or indirectly), it will comprise your "personal information" and must be treated with additional care

automatically collected when you visit our website, we may automatically collect the following information through cookies according to your preference settings:

- technical information, including ip address, login information, browser type and version, time zone setting, browser plug-in types and versions, operating system, platform, device type, hardware model, mac address, unique device identifiers, geo location and mobile network information
- information about your website visit, including the full url clickstream to, through and from our website (including date and time)

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- information about your network, such as information about devices, nodes, configurations, connection speeds, and network and application performance and location information from wi-fi access points
- [for the duration of your browsing session] the pages you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page
- information about your previous visits to the website

more information about cookies is set out below

**you may provide us with your information in a number of ways, including information volunteered directly by you such as:**

- completing forms on the website (such as "contact us" form)
- corresponding with us by e-mail, phone or otherwise
- reporting a problem or requesting support for the website
- communicating with us through third party social media websites or applications (e.g. twitter, facebook, instagram, tik tok)
- when making a data subject access request

the information we may collect includes your name, postal address, e-mail address, telephone number, date of birth, gender, and any other information you provide through the website, some of which will comprise your personal information

### **how we use your information**

we process this information for the purpose of:

- dealing with your inquiries and requests
- providing and personalising our service for you

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- to notify you about changes to our service
- crime prevention and prosecution of offenders
- as part of our efforts to keep the website safe and secure
- maintaining information as a reference tool or general resource (for analytics and research)
- gathering information to form statistical and trend analysis
- research and analytics on an aggregate and/or anonymous basis
- If you've consented to our advertising cookies, we may serve you targeted adverts on other websites and social media platforms based on the interests you've shown when visiting our website
- meeting legal, regulatory and compliance requirements
- we also gather this information and statistics for the purposes of monitoring website and app usage and may provide such aggregate information to third parties. these statistics will not include your personal information
- if you choose to post messages in our forum, our social media pages (including facebook, twitter, youtube, Instagram and tik tok) or other message areas, we will collect that information you provide to us. we retain this information for the purposes set out in this privacy policy and as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law. we may combine information we receive from other sources with information you give to us and information we collect about you. we may use this combined information for the purposes set out above
- if you stop using the website or your permission to use the website is terminated, we may continue to use and disclose your personal information in accordance with this privacy policy (as amended from time to time) and as permitted by law. however, if you wish us to stop e-mailing you with information in connection with the website, please click the "unsubscribe" link in the emails you receive from us or email [gdpr@wagamama.com](mailto:gdpr@wagamama.com) requesting to opt-out of marketing emails at any time

### **your consent**

your consent, to our processing of your personal information as set out in this privacy policy is the primary legal basis for processing your personal information. however, there may be circumstances

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where we may also rely on other valid legal grounds for the processing of your personal information, such as:

- your request for content, goods or services which require us to take steps, including processing of your personal information, prior to entering into contract with you and any processing that is necessary for the performance of such contract
- any legitimate interests pursued by us as a business, except where such interests are overridden by your interests and fundamental rights; and
- compliance with any legal obligation
- we reserve the right to amend or modify this privacy policy and if we do so we will post the changes on this page. it is your responsibility to check the privacy policy every time you submit information to us or place an order. use will signify that you agree to any such changes
- in the event the purposes for processing change, then we will contact you as soon as practicable and seek your consent where the change results in a new additional, purpose for processing

### information security

the internet is not a secure medium. however, we have put in place various security procedures as set out in this privacy policy

please be aware that communications over the internet, such as emails are not secure unless they have been encrypted. your communications may route through a number of countries before being delivered – this is the nature of the internet. we cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control

we believe that we have appropriate policies, rules and technical measures to protect the personal information that we have under our control (having regard to the type and amount of that data) from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss

all of our employees and data processors that have access to, and are associated with, the processing of your personal information are obliged to respect the confidentiality of your personal information

we ensure that your information will not be disclosed to government institutions or authorities except if required by law or when requested to by regulatory bodies or law enforcement organisations

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### to whom will your personal information be disclosed?

there are circumstances where we want to or are compelled to disclose your personal information to third parties. this will only take place in accordance with the applicable law and for the purposes listed above. your personal information may, for the purposes set out in this privacy policy, be disclosed for processing to:

- our employees
- our affiliates
- our franchisees
- our group companies and their employees
- to another legal entity, on a temporary or permanent basis, for the purposes of a joint venture, collaboration, financing, sale, merger, reorganisation, change of legal form, dissolution or similar event. in the case of a merger or sale, your personal information will be permanently transferred to a successor company
- third party consultants, contractors, sub-processors or other service providers who may access your personal information when providing services (including but not limited to it support services) to us. we employ these to perform functions on our behalf including, analysing data, providing elements of our it or back-up systems, improving our services and providing customer service. they may have access to personal information needed to perform their functions, but are not permitted to use it for other purposes and cannot modify, disclose or erase your data without our instructions
- government bodies and law enforcement agencies and in response to other legal and regulatory requests
- subject to your consent, to our marketing partners (such as Bloomreach and their relevant sub-processors)
- auditors or contractors or other advisers auditing, assisting with or advising on any of our business purposes, in any jurisdiction where we operate
- to public authorities where we are required by law to do so; and
- to any other third party where you have provided your consent

### international transfer of personal information

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sending data outside the UK or of Europe: we generally do not transfer your personal information to countries outside the UK and the European Union. However, some of our appointed carriers, sub-contractors, suppliers and agents may transfer, use or store data in other countries. Where this is the case, they are obliged to ensure that there is equivalent protection for your personal information as would be the case within the UK and the European Union. We have taken appropriate safeguards to require that your personal information will remain protected in accordance with this Privacy Policy. In absence of an adequacy decision, these safeguards may include:

- implementing the European Commission's Standard Contractual Clauses for transfers of personal information by a data controller established in the United Kingdom to a processor established in a third country which does not offer adequate level of protection; or
- engaging with third parties who participate in the EU-US Data Privacy Framework ("EU-US DPF") and the UK Extension to the EU-US Data Privacy Framework

in these circumstances we will, as required by applicable law, ensure that your privacy rights are adequately protected by appropriate technical, organisation, contractual or other lawful means. please visit the 'contact us' section on our website <https://www.wagamama.com/contact-us> to request a copy of the safeguards which we have put in place to protect your personal information and privacy rights in these circumstances

### **retention of your personal information**

your personal information will be retained for as long as necessary to carry out the purpose for which we collected it. if we have had no online contact from you for 3 years, we may delete your personal information, unless longer retention is required by applicable local law or where we have a legitimate and lawful purpose to do so. however, we will not retain beyond this period any of your personal information that is no longer required for the purposes set out in this privacy policy. the retention of your personal information will be subject to periodic review. we may keep an anonymised form of your personal information, which will no longer refer to you, for statistical purposes without time limits, to the extent that we have a legitimate and lawful interest in doing so

### **your rights in relation to your information**

data protection law provides you with numerous rights, including the right to: access, rectify, erase, restrict, transport, and object to the processing of, your personal information

you also have the right to lodge a complaint with the data protection authority. The relevant authority for the UK is the Information Commissioner's Office (ICO). If you wish to file a complaint with the ICO, you may find the following information helpful: <https://ico.org.uk/make-a-complaint/> we would, however, appreciate the chance to deal with your concerns before you approach the ico so please contact us by emailing us at [gdpr@wagamama.com](mailto:gdpr@wagamama.com) in the first instance

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we will require proof of your identity before providing you with details of any personal information we may hold about you

### **your rights are as follows:**

- right to make a subject access request ("sar"). you may request copies of your personal information. if you would like to make a sar, i.e. a request for copies of the personal information we hold about you, you may do so by emailing us at [gdpr@wagamama.com](mailto:gdpr@wagamama.com). we should be grateful if you would also provide brief details of the information of which you would like a (this helps us to more readily locate your data)
- right to rectification. you may request that we rectify any inaccurate and/or complete any incomplete personal information. you may do so by emailing us at [gdpr@wagamama.com](mailto:gdpr@wagamama.com). we should be grateful if you would also provide brief details of the information of which you would like to be corrected (this helps us to more readily locate your data)
- right to withdraw consent. you may, as permitted by applicable law, withdraw your consent to the processing of your personal information at any time. such withdrawal will not affect the lawfulness of processing based on your previous consent. please note that if you withdraw your consent, you may not be able to benefit certain service features for which the processing of your personal information is essential
- right to object to processing, including automated processing and profiling. you may, as permitted by applicable law, request that we stop processing your personal information in relation to automated processing and profiling, you may object to the processing and you will have the right to obtain human intervention. you may do so by emailing us at [gdpr@wagamama.com](mailto:gdpr@wagamama.com)
- right to erasure. you may request that we erase your personal information and we will comply, unless there is a lawful reason for not doing so. for example, there may be an overriding legitimate ground for keeping your personal information, such as, a legal obligation that we have to comply with, or if retention is necessary for us to comply with our legal obligations. you may do so by emailing [gdpr@wagamama.com](mailto:gdpr@wagamama.com)

### **cookies**

cookies are little files that our website puts on your device to make visits quicker, easier, and more relevant. Some cookies are essential for our website to work, and others remember things about you to give you a better, more enjoyable online experience. each time you use our website, the cookie is accessed. this way, we can track the features you use and the pages and content that you view on the website to help personalise your experience

we use the following categories of cookies for our website:

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- strictly necessary cookies. these cookies are essential in order to enable you to move around our websites and use its features. the information collected by these cookies relate to the operation of our website, for example website scripting language and security tokens to maintain secure areas of our website
- performance cookies. these cookies collect anonymous information about how you use our website, for example which pages you visit most often, whether you receive any error messages, and how you arrived at our website. information collected by these cookies is used only to improve your use of our website and never to identify you. these cookies are sometimes placed by third-party providers of web traffic analysis services, such as google analytics
- functionality cookies. these cookies remember choices you make, for example the country you visit our website from, your language and any changes you have made to text size or other parts of web pages that you can customise, to improve your experience of our website and to make your visits more tailored and enjoyable. the information these cookies collect may be anonymised and cannot be used to track your browsing activity on other websites
- targeting or advertising cookies. these cookies collect information about your browsing habits in order to make advertising more relevant to you and your interests. they are also used to limit the number of times you see an advert as well as help measure the effectiveness of an advertising campaign. the cookies are usually placed by third party advertising networks. they remember the websites you visit and that information is shared with other parties such as advertisers
- please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. these cookies are likely to be analytical/performance cookies or targeting cookies. we use google analytics. for information on how google processes and collects your information in regard to this product and how you can opt-out, please see [here](#). we also use google adsense to publish adverts. when you view or click on an advert a cookie will be set to help better provide advertisements that may be of interest to you on this and other websites. you may opt-out of the use of this cookie by visiting google's advertising and privacy page

for more information on managing cookies, please go to [www.allaboutcookies.org](http://www.allaboutcookies.org), or visit [www.youronlinechoices.com](http://www.youronlinechoices.com) which has further information about behavioural advertising and online privacy

you may disable cookie support on your browser but be aware that by doing so, you will lose certain features that require a cookie to work properly. we may use the information collected by the cookie to provide us with various statistics without identifying any individual

### **use of your personal information submitted to other websites**



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we are not responsible for the privacy policies and practices of other websites, or of our franchise partners, even if you accessed the third-party website using links from our website. we recommend that you check the privacy policy of each website you visit, including the privacy policy of our franchise partner <https://www.wagamama.com/privacy-policy> and to contact the owner or operator of such website if you have concerns or questions.

### **further information**

we may update or revise all or any part of this privacy policy from time to time. a copy of the current privacy policy can be found on our website and we encourage you to check it from time to time so you are aware of any changes or updates to the notice. you can see when this privacy policy was last updated by checking the “last updated” date displayed at the bottom of this privacy policy

for further information from us on data protection and privacy or any requests concerning your personal information please email the data protection officer at [gdpr@wagamama.com](mailto:gdpr@wagamama.com) or email us from our contact page <http://www.wagamama.com/contact-us>

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