

PRIVACY POLICY

We are committed to protecting your privacy online

This privacy policy explains how we protect your personal information and data online, so that you can feel confident and happy to use our website. Your trust is very important to us.

Please enjoy browsing the Apay Lanka website. If you have any questions, please contact us on: apayproducts@gmail.com or call us on: 07780 991305

GENERAL INFORMATION

This website is run by Apay Products Ltd (“we” and “us”). In compliance with the Data Protection Act 1998 you have full control over the information we store and the information you receive from us. This Privacy Policy explains the information Apay Products Limited collects, how we use it and what choices you have so you can experience the best service. Apay Products are the data controller for the information we hold.

WHY WE COLLECT DATA

We want to give you the best possible experience with Apay Products and the data we hold about you helps us to expedite and personalise our service to you.

WHEN DO WE COLLECT INFORMATION

We collect your information in various ways, whether online or by telephone when speaking to one of our members of staff. This can be by inputting your contact details such as when:

- Placing an order via our online shop
- Submitting an enquiry via email
- Filling in the ‘contact’ form
- Subscribing to our Apay Lanka mailing list
- Engaging with us on social media
- Participating in a survey
- Entering a prize draw or competition

THE INFORMATION WE COLLECT

We do not pass or share your information on to any external companies except for the purpose of compiling and sending you our own e-newsletters through any of our elected marketing agencies, who send these on our behalf. Any information we hold is confidential.

We do not hold excessive personal data. The most information we collect from you is when you place an order with us. This includes: your name, email address, contact telephone number, home address and delivery address.

We do not retain any payment information.

HOW WE COLLECT INFORMATION

The information we obtain from you is used in numerous ways to give you the best service.

- To respond to any questions or comments
- To tailor our services to your requirements
- To show you advertisements that you may be interested in
- To send you relevant emails/updates about particular products / events / offers

COOKIES DATA

Depending on how you access the Apay Lanka website, we may use “cookies” or similar technology to track and record log data. “Cookies” are small files that are stored on your computer that can improve your experience when using the website. These can be accessed by the web server or your computer. This enables the server to deliver a page that is tailored to the user. Online security is always a concern, nevertheless Cookies don’t present a threat to privacy as they can only be used to log data that the user has voluntarily provided or that the web server already possesses.

For more information on Cookies, visit www.whatarecookies.com

DEVICE INFORMATION

We may gain technical information when you visit our website. Often, we can collect information about the device you’re using, the browser you’re using and device settings. This however depends on your device settings to determine how much access we have.

To understand more about the information your device makes available to us, please directly contact your device manufacturer or check the policies on their website.

LOG DATA

Our server automatically stores user data (log data) each time they use the Apay Lanka website. From this log data, we may be able to obtain your browser types and settings, the time you spend on the website, how you navigate through the Apay Lanka website and Cookie data.

EMAIL NEWSLETTERS

We collect minimum personal information including your name and email address in order to send our subscribers news of our offers, competitions, events, product news and updates, recipe suggestions and so on. This will be because a user has subscribed and opted-in to receive this communication. Users may unsubscribe at any time through the unsubscribe link in our e-newsletters or by contacting us at any time. We do not pass or sell your information to third parties.

SOCIAL MEDIA

We regularly post content on Facebook and Twitter to promote our brand awareness and to engage with you. We will not post any information on our social media channels about any customer without their prior consent.

Please find the legal policy for each channel listed below:

[Facebook](#)

[Twitter](#)

FURTHER INFORMATION

If we make amendments to our Privacy Policy, please note that this page will be updated.

If you have any questions about our Privacy Policy, please call us on 07780 991305 or email us: apayproducts@gmail.com