

PRIVACY POLICY

For My Thai Guernsey
Last Updated: May 2026

1. WHO WE ARE

My Thai (“we”, “us”, “our”) operates mythaigsy.com.

For the purposes of data protection law, My Thai is the data controller of your personal information.

We comply with the Data Protection (Bailiwick of Guernsey) Law, 2017 and applicable data protection requirements.

2. WHAT INFORMATION WE COLLECT

We may collect the following information when you use our website, place an order, contact us, or join our loyalty programme.

Contact Information

- Name
- Email address
- Telephone number
- Delivery address

Order Information

- Food and drink orders
- Collection or delivery details
- Special instructions provided by customers

Payment Information

Payments are securely processed by third-party payment providers including SumUp.

We do not store or have access to your full card details.

Technical Information

- IP address
- Browser type
- Device information
- Website usage data
- Cookies and analytics data

3. HOW WE USE YOUR INFORMATION

We use your personal information to:

- Process and fulfil orders
- Arrange collections and deliveries
- Provide customer service and support
- Process payments
- Manage online ordering systems
- Send important service-related communications
- Manage loyalty memberships and rewards
- Improve our website, products, and services
- Comply with legal and accounting obligations

We do not send marketing emails or SMS messages unless you have chosen to opt in to receive them.

4. OUR LAWFUL BASIS FOR PROCESSING

Under Guernsey data protection law, we rely on the following lawful bases:

Contract

To process orders, provide services, and manage loyalty accounts.

Legal Obligation

To comply with tax, accounting, food safety, and legal requirements.

Legitimate Interests

To improve our services, operate our business efficiently, prevent fraud, and maintain website security.

Consent

Where required, such as for optional marketing communications or certain cookies.

5. SHARING YOUR INFORMATION

We may share your information with trusted third-party providers who help us operate our business, including:

- SumUp – payment processing
- GloriaFood – online ordering services
- Website hosting and IT providers
- Delivery and communication providers
- Professional advisers where necessary
- Legal or regulatory authorities where required by law

We do not sell, rent, or trade your personal information to third parties.

6. LOYALTY REWARDS PROGRAMME

When you join our Loyalty Rewards Programme, we may collect:

- Full name
- Telephone number
- Email address

We use this information to:

- Create and manage your loyalty account
- Track purchases and rewards
- Contact you regarding account activity, rewards, or programme updates

Loyalty account information is retained while your account remains active.

Inactive loyalty accounts may be deleted after 24 months of inactivity.

7. COOKIES AND WEBSITE ANALYTICS

We use cookies and similar technologies to:

- Enable website and ordering functionality
- Remember user preferences
- Analyse website traffic and performance
- Improve user experience

Some third-party services used on our website may also place cookies or process limited technical information on our behalf.

You can control or disable cookies through your browser settings.

For more information, please see our Cookie Policy.

8. HOW WE PROTECT YOUR INFORMATION

We take appropriate technical and organisational measures to protect personal information against unauthorised access, misuse, loss, alteration, or disclosure.

However, no internet-based service can be guaranteed to be completely secure.

9. HOW LONG WE KEEP YOUR DATA

We only keep personal information for as long as reasonably necessary to:

- Complete orders and provide services
- Manage loyalty accounts
- Meet legal, tax, and accounting obligations
- Resolve disputes and enforce agreements

Order and financial records may be retained for up to 6 years where required for legal or accounting purposes.

Information is securely deleted or anonymised when no longer required.

10. YOUR RIGHTS

Under applicable data protection law, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to certain processing
- Request data portability
- Withdraw consent where processing is based on consent

To exercise your rights, please contact us using the details below.

You also have the right to lodge a complaint with the Office of the Data Protection Authority.

11. THIRD-PARTY SERVICES

Our website and ordering systems may include links to or integrations with third-party services, including payment processors and ordering platforms.

These third parties operate under their own privacy policies and terms, and we encourage users to review them separately.

12. CHILDREN'S PRIVACY

We do not knowingly collect personal information from children without appropriate consent.


13. UPDATES TO THIS POLICY


We may update this Privacy Policy from time to time.

Any changes will be published on this page, and the latest version will always apply.

14. CONTACT US

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