

# Privacy Policy – The Steak Shop

Last updated: 31 March, 2026

This Privacy Policy explains how **The Steak Shop** ("we", "us", or "our") collects, uses, and protects your personal information when you visit or make a purchase from our website (the "Site"), hosted on the Wix platform, or otherwise interact with us.

By using our Site, you agree to the terms of this Privacy Policy.

---

## 1. Who We Are

**The Steak Shop Ltd.**

31 Haven Green  
London, W5 2NX  
United Kingdom

Email: [info@thesteakshop.co.uk](mailto:info@thesteakshop.co.uk)

We are the **data controller** responsible for your personal data.

---

## 2. How We Collect Your Information

### a) Information You Provide

When you:

- Place an order
- Create an account
- Subscribe to emails
- Contact us

This may include:

- Name
  - Email address
  - Phone number
  - Billing and delivery address
  - Order details
- 

### b) Automatically Collected Information

When you use our Site, we collect:

- IP address
- Device and browser type
- Pages visited and time spent
- Referral sources

This is collected using cookies and tracking technologies.

---

### **c) Third-Party Sources**

We may receive data from:

- Wix (website hosting and analytics)
  - Payment providers (e.g. Stripe, PayPal)
  - Marketing platforms (email/SMS providers)
- 

## **3. How We Use Your Information**

### **Order Processing**

- Process payments
- Deliver orders
- Manage returns

### **Customer Service**

- Respond to enquiries
- Provide support

### **Marketing**

- Send offers and promotions (with your consent)
- Personalise your experience

### **Website Improvement**

- Analyse user behaviour
- Improve functionality

### **Security**

- Prevent fraud
- Protect our systems and users

---

## 4. Legal Basis for Processing (UK GDPR)

We rely on:

- **Contract** – to fulfil your orders
- **Legitimate interests** – to operate and improve our business
- **Consent** – for marketing and cookies
- **Legal obligation** – for compliance

---

## 5. Cookies and Tracking Technologies

We use cookies to:

- Enable website functionality
- Store preferences
- Analyse traffic
- Deliver targeted advertising

Wix may also place cookies as part of its platform.

You can:

- Accept/reject cookies via the banner
- Adjust browser settings

---

## 6. How We Share Your Information

We may share your data with:

- Wix.com Ltd. (hosting and infrastructure)
- Payment processors (Stripe, PayPal)
- Delivery and fulfilment partners
- Email/SMS marketing providers
- Analytics and advertising platforms

We only share what is necessary.

---

## 7. International Data Transfers

Some providers may process data outside the UK/EEA.  
We ensure safeguards such as Standard Contractual Clauses are in place.

---

## 8. Data Retention

We retain your data only as long as necessary for:

- Orders and services
  - Legal obligations
  - Dispute resolution
- 

## 9. Your Rights

You have the right to:

- Access your data
- Correct inaccuracies
- Request deletion
- Restrict or object to processing
- Request data portability
- Withdraw consent

Contact: [support@thesteakshop.co.uk](mailto:support@thesteakshop.co.uk)

---

## 10. Marketing Communications

You can opt out anytime via:

- Email unsubscribe link
- Direct contact

Transactional emails will still be sent where required.

---

## 11. Children's Privacy

We do not knowingly collect data from individuals under 16.

---

## 12. Security

We take appropriate security measures, but no system is completely secure.

---

## 13. Third-Party Links

We are not responsible for third-party websites linked from our Site.

---

## 14. Complaints

You may contact the **UK Information Commissioner's Office (ICO)** if needed:  
<https://ico.org.uk>

---

## 15. Changes to This Policy

We may update this policy periodically. Updates will appear on this page.

---

## 16. Contact Us

**The Steak Shop**  
31 Haven Green  
London, W5 2NX  
United Kingdom

Email: [info@thesteakshop.co.uk](mailto:info@thesteakshop.co.uk)