

## **TERMS AND CONDITIONS**

Terms and conditions apply whether in our shop or by phone, via our website (online shop). Please read these terms and conditions carefully before ordering as these terms will apply to any orders you place. By placing an order, you agree to be bound by these terms and conditions. If you do not accept these terms and conditions, you should not place an order. We reserve the right to refuse your order or booking should it be necessary.

## **ORDERING**

Your order confirmation is a record of our agreement to deliver the products ordered and paid for in full. If someone else made the order on your behalf, you agree that such person acted as your agent.

Minimum order value applies for delivery. You will be notified when you reach the minimum value in the basket.

Our delivery drivers ( 365 Travel & Taxi Central) only carry up to £10 in change, payment must be in £ sterling.

If you place an order via our website(shop online), you will be presented with confirmation on your screen that your order has been received.

Confirmation of your order will be sent to the email provided. Please make sure that the email address, home address and telephone number you provide are correct and in proper working order, as these are required to fulfil your order.

We provide a quality service. We accept no responsibility or liability for the quality or quantity of any products delivered by or collected from the shop.

## **COLLECTION & DELIVERY TIMES**

Collection orders are usually ready within 45 minutes. We aim to provide the best food delivery service in the area at the time we quote. Our estimated time for delivery is 45 to 60 minutes Sunday to Thursday, and 60 minutes to 90 minutes on Friday and Saturday. Unfortunately things don't always go to plan and factors, such as, high demand and traffic occasionally prevents us from achieving this.

Our delivery zones:

**Kirkcaldy only**

**Dunfermline Town only** (excluding outlines)

**Glasgow** ( 3 miles from restaurant)

**Perth** (zones described on our Facebook page)

## **LATEST ORDER TIME**

We are unable to accept orders online either delivery or collection less than 30 minutes before the stated closing time. Should you have any questions, please call the shop.

We would also respectfully advise customers who are collecting their orders that we will be unable to serve them should you not arrive at the shop prior to closing time.

## **PRODUCTS & ALLERGY**

All products are subject to availability. In most cases, we will offer an alternative for any out-of-stock item.

If you have any allergy, we kindly ask that you to write about it in a comment section of your order. For take away orders made by phone or in place we ask you to inform our staff about any allergies you may have, and we are more than happy to make some adjustments in our dishes to meet your diet requirements.

## **PRODUCT IMAGERY**

All images used are for illustrative purposes only. Individual features such as ingredients, colour and other food / drink items may vary. All images are intended to give a general indication of the finished product only and should not be used for purchase purposes. Please refer to product description for details of specific products. All images are not intended to form any part of any contract.

## **PAYMENT & PRICING**

Prices are as quoted on our menus, website and in shop may change from time to time, although changes will not affect orders already placed (unless due to a technical error). We accept the following forms of payment:

- Cash on delivery or collection
- Credit and Debit Cards on collection
- Pay Pal in our shop online
- Ayden card payments solution in our shop online

Please note we do not accept cheque and American express

## **CANCELLATIONS, REFUNDS & AMENDMENTS**

Cancellation or amendments to the order can be made no later than 1 hour prior to the delivery or collection time requested, and must be made by phoning the shop directly. We will issue a refund to your credit card account within 7-10 working days. Cancellations within 1 hour of the start of the delivery time will be charged in full.

## **CHANGES TO TERMS AND CONDITIONS**

We have the right to amend these terms and conditions from time to time. Any changes we make to these terms and conditions will be posted on this page. You will be subject to the policies and terms and conditions at the time that you order.

If you have any questions relating to these terms and conditions please contact us before you place an order.

## **PRIVACY POLICY**

At Koku Shi we are committed to maintaining the trust and confidence of our visitors to our web site. We want you to know that Koku Shi is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. We just don't do that sort of thing. But just so things are clearer to you, in this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Your use of our Site, including any orders you place, is governed by our Terms and Conditions and Cookie Policy. Please take the time to read these, as they include important terms which apply to you.

### **Who we are**

This Privacy Notice sets out the basis on which Koku Shi will process personal information provided to us by you.

Our website address is: [www.koku-shi.com](http://www.koku-shi.com)

Koku Shi Kirkcaldy is a trading name of NJ RESTAURANTS LTD.

Koku Shi Dunfermline is a trading name of SHISHI LTD.

Koku Shi Glasgow is a trading name of SAMURAI-SAN LTD.

Koku Shi Perth is a trading name of JAPANESE FUSION.

### **What personal data we collect and why we collect it**

While you visit our site, we'll track:

- Products you've viewed: we'll use this to, for example, show you products you've recently viewed
- Location, IP address and browser type: we'll use this to determine if you are in the delivery area
- Delivery address: we'll ask you to enter this so we can, for instance, check delivery area before you place an order, and send you the order!

We'll also use cookies to keep track of cart contents while you're browsing our site.

When you purchase from us, we'll ask you to provide information including your name, billing address, delivery address, email address, phone number, credit card/payment details and optional account information like username and password. We'll use this information for purposes, such as, to:

- Send you information about your account and order
- Respond to your requests, including refunds and complaints
- Process payments and prevent fraud
- Set up your account for our store
- Comply with any legal obligations we have, such as calculating taxes
- Improve our store offerings
- Send you marketing messages, if you choose to receive them

If you create an account, we will store your name, address, email and phone number, which will be used to populate the checkout for future orders.

We generally store information about you for as long as we need the information for the purposes for which we collect and use it, and we are not legally required to continue to keep it. For example, we will store order information for 13 months for tax and accounting purposes. This includes your name, email address and billing and delivery addresses.

We will also store comments or reviews, if you choose to leave them.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

### **Who on our team has access**

Members of our team have access to the information you provide us. For example, both Administrators and Shop Managers can access:

- Order information like what was purchased, when it was purchased and where it should be delivered, and
- Customer information like your name, email address, and billing and delivery information.

Our team members have access to this information to help fulfil orders, process refunds and support you.

### **What we share with others**

Our online ordering system is managed by FORGASTRO which monitors all our orders and acts as a fallback for us to ensure that no orders are missed by us. As an example, if a customer places an order but we are busy in-store to acknowledge that order, For Gastro will make sure that orders at those times are not missed by us by contacting us directly and notifying us of that order. They do not store any data in separate machines. Your name,

billing address, delivery address, phone number, payment method, delivery method and order details are only visible to them for a temporary amount of time of up to 48 hours, and then removed automatically.

## **Cookies**

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select “Remember Me”, your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

## **Embedded content from other websites**

Pages on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

## **Analytics**

We may use analytics software such as Google Analytics to collect standard internet log information and details of visitor behaviour patterns. The analytics software is used to look at things like how a visitor visits a site e.g. the browser they are using, which pages are visited and through which page a visitor enters and/or leaves our site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

## **What rights you have over your data**

If you have an account you can log in and view your data that we hold about you, these are things like, name, address, telephone, email and order history. You can easily edit any details except username, request deletion or in some cases delete it yourself.

If you don't have an account on this site but have made an order using a guest checkout, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

**\*We do not store credit card details nor do we share financial details with any 3rd parties\***

### **Where we send your data**

Visitor comments may be checked through an automated spam detection service.

If you are dissatisfied about any aspect of the way in which your data is processed you may, in the first instance refer the matter to us by calling us on our store number during open hours. This does not affect your right to make a complaint to the Information Commissioner's Office.

### **How we protect your data**

We treat all our customers' data with the utmost care and take appropriate steps in compliance with the general data protection regulation to ensure it is kept safe.

- All data we collect is done so over encrypted connections (https).
- All data is stored behind state-of-the-art firewalls managed by our data centre security team.
- All systems storing personal data have access logging.
- We do not store plain passwords and are one way encrypted.
- All systems are subject to regular penetration testing and are monitored for vulnerabilities and attacks.
- We do not store credit card details nor do we share financial details with any 3rd parties

### **Contact us or make a complaint**

If you are dissatisfied about any aspect of the way in which your data is being treated, in the first instance refer the matter to us by calling us on **01592 328 660 Or 01383 247 510** during our opening times. This does not affect your right to make a complaint to the Information Commissioner's Office.

### **Changes to our privacy policy**

We may make changes to our Privacy Policy time to time. Any changes we make to this Privacy Policy will be updated on this page and is effective from the date last updated.

