WINGS • BURGERS • HOTDOGS • BUBBLE TEA

PRIVACY POLICY

Website: www.pedros-online.co.uk | Last updated: 1 November 2026

1. Introduction

Pedro's (Business Name) and Pedro's BBQ & Grill (Company Name) ("Pedro's", "we", "us") respects your privacy. This policy explains how we handle personal information when you visit our website, contact us, order by telephone, or order through third-party delivery platforms. We comply with applicable UK data protection law, including the UK GDPR and Data Protection Act 2018.

2. Who controls your information

The business operating Pedro's BBQ & Grill is responsible for personal data it collects directly. Trading name: Pedro's. Location: Warrington, United Kingdom. Website: www.pedros-online.co.uk.

Please see the contact section below.

3. Information we collect

Our website displays our menu and business information and links to Just Eat, Uber Eats and Warrington Eats. It does not accept online orders, create customer accounts or take online payments. We may collect contact details and messages you voluntarily provide by phone, email or social media; details needed for telephone orders, enquiries or complaints; and limited technical data such as IP address or browser information collected by our website hosting or security services. If you tell us about allergies or health-related dietary needs, we handle that information carefully.

4. How we use information

We use personal information to answer enquiries, handle telephone orders, respond to complaints, keep our website secure and functioning, and meet applicable legal, accounting and regulatory duties. We do not sell personal data.

5. Lawful bases

Depending on the activity, our lawful bases are performance of a contract (for orders), legal obligation (for required records), legitimate interests (for customer service and website security), and consent where required (for optional marketing or non-essential cookies). If allergy information reveals health information, we require a separate special-category condition, such as explicit consent where appropriate.

6. Just Eat and Uber Eats

Our website links to Just Eat and Uber Eats. Clicking these links takes you to their own websites or apps, where they collect and process your order and payment information under their own privacy notices. Pedro's may

receive order and customer details needed to prepare or resolve an order. Pedro's does not collect payment card details through its own website.

7. Sharing personal information

Where necessary, we may share relevant information with delivery platforms, payment service providers for telephone or in-person payments, website hosting or IT suppliers, professional advisers, and public authorities where required by law. Service providers acting on our behalf must provide appropriate confidentiality and security protections.

8. Cookies

Our website may use essential cookies and other technical tools for operation and security. Analytics or advertising cookies, if enabled, will be described in a separate Cookie Policy and used only with consent where required. You can manage optional cookies through the website's consent settings where available and through your browser.

9. Data security

We use reasonable organisational and technical safeguards to prevent unauthorised access, loss, alteration or disclosure. Access to personal information is limited to people who need it for their work.

10. How long we keep information

We keep personal information only as long as necessary for its purpose and any legal requirements. Financial records are generally kept for the applicable statutory retention period, commonly six years. Enquiries and complaints are kept for an appropriate period based on the circumstances; marketing contact details are removed when no longer needed or where you opt out. We then securely delete or anonymise data.

11. Your rights

Subject to applicable conditions and exemptions, you may ask to access, correct or erase your personal information, restrict or object to processing, or receive portable data. Where processing relies on consent, you may withdraw it at any time. Contact us using the details below to make a request.

12. Marketing

We only send electronic direct marketing where permitted under UK privacy and electronic communications rules. You can opt out at any time by using an unsubscribe option or contacting us.

13. Children

Our website is intended for a general audience and is not designed to collect children's personal information for marketing.

14. External links

Our website may link to third-party ordering services and social media. Their privacy practices are governed by their own policies, which you should review.

15. International transfers

If a service provider transfers personal information outside the UK, we will ensure an appropriate lawful transfer mechanism or safeguard is used where required.

16. Changes to this policy

We may update this policy when our services, systems or legal obligations change. The latest version will appear on our website with a revised date.

17. Contact and complaints

For questions or data protection requests, contact Pedro's BBQ & Grill through the contact details published at www.pedros-online.co.uk: hello@pedros-online.co.uk 83a Longshaw Street Warrington WA5 0DW. You can also complain to the UK Information Commissioner's Office at www.ico.org.uk.