



Our Privacy Policy

When you provide us with your personal data, it is considered that you are aware and accept the conditions of our Privacy Policy.

Who is responsible for collecting and processing data?

Excelência Refinada LDA, trading as Makan Maderia, hereafter referred to as 'Makan Madeira', is the entity responsible for the collection and processing of your personal data. As part of its business activity, Makan Madeira may use entities it subcontracts to carry out the purposes detailed below.

What is personal data?

Personal data is any information of any nature regardless of its format, including sound and images, relating to an identified or identifiable person. Any person who can be identified directly or indirectly, by reference to an identification number or one or more specific elements of his/her physical, physiological, psychological, economic, cultural or social identity, is considered identifiable.

Which personal data are collected and processed?

Makan Madeira collects and processes the following personal data:



Reservations:

Recruitment:

name, e-mail
address and CV/resume

Newsletter:

email address

Web:

By browsing the website, Makan Madeira may collect information about your computer, including the IP address, operating system and browser used, for administrative purposes and to gather information for its advertisers

Makan Madeira assumes that the data has been provided by individuals/users, the data subject, or that the individual/user has given authorisation to do so. Makan Madeira presumes that the information provided is true and up to date.

How is your data collected?

Personal data may be collected by email, websites or applications, phone calls or In person.

The collected data are processed and stored in electronic form in strict compliance with personal data protection legislation, and are stored in a specific database created for this purpose by Makan Madeira or by the entities contracted by us.

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Some personal data collected on our websites or applications is mandatory and if that data is missing or incomplete, Makan Madeira may not be able to provide you with the services or information requested. In each case, Makan Madeira shall inform you of the mandatory nature of providing the personal data concerned.

What is the basis and what are the purposes for processing your data?



In accordance with the protection, Makan process your personal business purposes, with so. Makan Madeira following purposes and

principles of data Madeira will only data for specific a legal basis for doing uses your data for the engagement situations:

Based on your request for dining reservations:

1. Management of reservations
2. Requests for price quotes, information, menu options and booking confirmations
3. Recording of preferences (allergies, special events, special requests)
4. Invoicing and checking means of payment
5. Provision of information necessary for your reservation
6. Customer support

Based on your specific consent, we will process your data for the following purposes:

7. Sending newsletters
8. Sending marketing information
9. Loyalty programmes

To fulfil legal obligations, we will process your data for the following purposes:

10. Managing complaints
11. Compliance with other legal or regulatory obligations

As a customer experiencing our restaurant, we are committed to providing you with the best possible service in the future. We may process your data for the following purposes:

12. Completing satisfaction questionnaires related to your dining experience
13. Conducting market research, evaluation surveys and statistical analysis

For prospective employees, we will process your data for the following purposes:

14. Recruitment (CV/resume review, application positing, interviews, formal employment offers)



In order to achieve the above, Makan Madeira the data collected for updating and

purposes identified may cross-reference the purpose of completing such data.

Who is your data

shared with?

The data collected and held by Makan Madeira may be transmitted, with due respect for the duty of confidentiality and the purpose that led to its collection, to the following entities:

- Entities of the group to which Makan Madeira belongs
- Judicial or administrative authorities, in cases where such assignment is mandatory
- Recruitment companies
- Subcontractors who will process the data on behalf of Makan Madeira and for the purposes determined by Makan Madeira.

What are your rights?

Under the terms of the General Regulation of Data Protection, we guarantee you the right to access, update, rectify, delete, transfer and erase your personal data. You may also submit complaints to the National Data Protection Authority.

We also give you the right to object to the use of the data provided for marketing purposes, for sending informative communications or for including them in lists or information services. If you did not do so when the data was collected, you can send a request later.

These rights should be exercised using the following email address:

info@makanmadeira.pt or the postal address: Rua Imperatriz Dona Amélia 112A, 9000-018, Funchal, Madeira, Portugal.

How long is your data stored?



The length of time the preserved varies purpose for which the processed. Where there requirement, data shall only for the minimum the purposes for which processed, after which time the data shall be deleted.

data are stored and according to the information is is no specific legal be stored and retained period necessary for it was collected or later

Is your data processed securely?

Makan Madeira is committed to protecting the security of your data. To this end, it has adopted a number of technical and organisational security measures to protect the personal data you make available to us against unauthorised spread, loss, misuse, alteration, processing or access, as well as against any other form of illicit processing.

Makan Madeira requires its subcontractors and partners to adopt security measures equivalent to those it carries out.

In addition to Makan Madeira's security measures, you must take additional security measures, such as ensuring that you use properly configured security-enhanced equipment and a browser with an active firewall, antivirus and antispyware. In addition, check the authenticity of the websites you visit on the internet, and avoid websites whose reputation you do not trust.

News & Events

Makan Madeira acknowledges that it may communicate user data in the merging, acquiring and/or incorporating procedures in which it is involved, and does not consider such communication a transfer of data to third parties, nor is this considered to be any kind of subcontracted processing.

Makan Madeira may also transmit data to third parties as part of investigations, inquiries and judicial and/or administrative proceedings or of a similar nature, provided that it is duly ordered to do so by judicial order.



Transfer of data

In the event of data transfers to third countries outside the European Union or the European Economic Area, Makan Madeira shall comply with the law, in particular as regards the suitability of the destination

country for the protection of personal data and the requirements applicable to such transfers. Personal data are not transferred to jurisdictions that do not provide security and protection guarantees.

transfers to third European Union or the Area, Makan Madeira law, in particular as of the destination

The use of makan Madeira's social networks may involve the transmission of data to providers of social media services which may be based outside the European Union or the European Economic Area. Makan Madeira is not responsible for the data that the user makes available on social networks.

Changes to the Privacy Policy

Makan Madeira reserves the right to make adjustments or changes to this Privacy Policy at any time, and these changes shall be duly published at www.makanmadeira.pt

COOKIES

It is important that you read this policy, as by continuing to browse our website, you are agreeing to the use of cookies in your browser and devices, unless cookies have been disabled.

What are cookies?

Cookies are small software tags stored on your computer or other devices used to access the internet through a browser. You can learn more about cookies at www.allaboutcookies.org.



What are cookies for?

Cookies are used to browsing experience by and efficiency of They eliminate the information over and determine the utility, interest and number of uses. Each cookie has a function and an expiry date.

improve the user's increasing the speed website responses. need to enter the same over again, and help to

Which cookies are used on the website?

This website uses proprietary and third-party cookies. Third-party cookies differ from proprietary cookies in that they are sent to the user's device from a piece of equipment or domain not under the direct management or control of Makan Madeira.

Cookies can be classified as follows:

Essential cookies – These are essential for accessing specific areas of the website. They allow website browsing and the use of applications, such as accessing secure areas via login. These cookies do not collect user information for marketing purposes or for identifying user website visits. Without them, certain services cannot be provided.

Analytical cookies – These analyse how users use the website and can highlight articles or services of potential interest, monitor website performance and determine which pages are the most popular. These cookies are only used to create and analyse statistical information.

Functional cookies – These remember user preferences while browsing the website. Therefore, users do not need to reconfigure or customise each time they visit it.

Advertising cookies – These allow advertising to be targeted according to each user's interests and user habits inside and outside of our website. These cookies are used to provide more focused communication and marketing initiatives, and to help measure advertising effectiveness.



In terms of their expiry,

Permanent cookies – your browser and computer, mobile and whenever the user

In general, they are

according to the user's interests, allowing Makan Madeira to provide a more personalised service.

cookies may also be:

These are stored on access devices (e.g. tablet), and are used returns to the website. used to direct browsing

Session cookies – These are generated and remain available until the session is closed. The next time the user accesses his or her internet browser, the cookies will no longer be stored. The information obtained helps to manage sessions, perform troubleshooting and provide a better browsing experience.

How can I disable cookies?

You can block or limit the use of cookies through your browser configurations and on each device used to access the internet.

Limiting the use of cookies may detract from your browsing experience, and may even prevent you from logging on to the website or receiving online services.

For further information or clarifications, email us at info@makanmadeira.pt.