

Privacy Policy

Effective Date: 05.02.2025

Toku Ramen

Via Filippo Juvara 10, 22100 Como, Italy

Via Cantonale 1, 6900 Lugano, Switzerland

info@tokuramen.com

+39 329 8384861

At Toku Ramen, we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, and safeguard your data when you visit our restaurant, website, or use our services.

1. Information We Collect

When you visit our restaurant, website, or interact with us, we may collect the following types of personal information:

- Personal Identifiable Information (PII):
 - Name
 - Email address
 - Phone number
 - Mailing address (if applicable)
 - Payment details (when you make a purchase)
- Usage Information:
 - IP address
 - Browser type
 - Operating system
 - Pages visited on our website
 - Date and time of visits
- Transaction Information:
 - Details of your purchases, orders, and payment methods.
- Social Media Information:
 - If you engage with us through social media platforms, we may collect profile details in accordance with the platform's privacy settings.

2. How We Use Your Information

We collect your information for the following purposes:

- To process and fulfill orders, reservations, and payments.
- To respond to customer inquiries and provide support.
- To improve our restaurant services, website, and customer experience.
- To send promotional offers, updates, and special events (with your consent).
- To comply with legal obligations and prevent fraudulent activities.

3. How We Share Your Information

We do not sell, trade, or rent your personal information to third parties. However, we may share your information with:

- Service Providers: Third-party vendors who assist us with payment processing, website hosting, and marketing efforts.
- Legal Compliance: If required by law, to respond to legal requests or protect our rights.
- Business Transfers: In the event of a merger, acquisition, or business sale, your information may be transferred to a new entity.

4. Data Security

We take appropriate measures to protect your personal data from unauthorized access, disclosure, or destruction. These measures include:

- Secure servers and encryption for online transactions.
- Regular monitoring of our systems for vulnerabilities.
- Restricted access to your data within our team.

Despite our efforts, no method of data transmission over the internet is 100% secure. Please ensure you protect your personal information when interacting online.

5. Your Rights and Choices

Depending on your location, you may have the right to:

- Access, update, or delete your personal information.
- Opt-out of marketing communications at any time.
- Request information about data usage and third-party sharing.
- Withdraw consent for data collection where applicable.

To exercise your rights, please contact us at info@tokuramen.com
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6. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to enhance user experience and analyze website traffic. You can manage cookie preferences through your web browser settings.

7. Third-Party Links

Our website or social media pages may contain links to third-party websites. We are not responsible for the privacy practices of these external sites and encourage you to review their policies.

8. Children's Privacy

Our services are not directed to individuals under the age of 13. We do not knowingly collect personal data from children. If you believe we have unintentionally collected such information, please contact us for removal.

9. Changes to This Policy

We reserve the right to update this Privacy Policy periodically. Any changes will be posted on this page with an updated "Effective Date." Your continued use of our services after changes indicates acceptance of the revised policy.

10. Contact Us

If you have any questions or concerns about our Privacy Policy, please contact us at:

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