



REV. 12/18

® Privacy & Security Policies

Safeguarding your privacy and the security of your personal information is important to us. Please take a few minutes to read the following policies so that you understand how we treat your personal information. As we continuously improve and expand our services, these policies might change. So please check them out periodically. If you have questions about our policy, please click on the Feedback option to contact us via our electronic feedback form.

How we collect information about you

We collect information in three ways:

1. We collect information that our customer's supply to us.
2. We collect information from emails and other contacts sent to us by our customer's and users of our website.
3. We collect information electronically on all users of our website, including customer's, by means of cookies.

What personal information do we collect from our users?

When you set up an account at PrestoPasta.com to use our online ordering service, you are required to provide us with your full legal name, e-mail address, full street address including city, state and zip code, and telephone number. You must also create your own Username and Password to continue the process for ordering from us.

When you sign up for our newsletter

When you place an order with us by telephone or means other than our online ordering service, you may be required to provide us with your full legal name, full street address including city, state and zip code, and telephone number.

Security Policy

Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

Children's Privacy

Customer registration for online ordering and customer feedback pages of this website are directed toward and designed for use by persons aged 18 or older. We do not establish or maintain registrations for any child whom we know to be under the age of 18. We do not solicit or knowingly collect personally identifiable information from children under the age of 18. If we discover that we have received personally identifiable information from an individual who indicates that he or she is, or whom we otherwise have reason to believe is, under the age of 18, we will delete such information from our systems.

We do collect information pertaining to your use of our website and service. If you contact us by letter, phone, or e-mail through the contact information on the feedback page, we do collect the information and we may collect other information you voluntarily disclose to us.

How do we store the information we collect?

We store the information you provide to us and the information we collect electronically in both our computer databases and third-party mailer databases (including but not limited to Constant Contact). Access to our computer servers is controlled by firewalls and security gatekeepers.

How do we use the information we collect?

We use the personal information about you stored in our member database in various ways.

Online Ordering

First, the next time you use our online ordering service and enter your User ID and Password; we will call up your information from our database to make processing your order faster and easier.

When you use your PrestoPasta.com account, we also keep track of your food preferences and restaurant location choices and analyze that information. We do so in order to be able to email to you special advertisements, offers and notices regarding foods and locations that seem to fit with your preferences.

We also use the personal information about you stored in our customer database through telephone and other non-online orders in various ways. Each time you place an order, we will call up your information from our database to make processing your order faster and easier. We also may keep track of your food preferences and location choices and analyze that information in order to be able mail to you special advertisements, offers and notices regarding foods and locations that seem to fit with your preferences. We may also use the information to contact you concerning your level of satisfaction with our products and services, to verify incomplete orders, rectify problems or delays with your order or otherwise communicate with you concerning your transactions with us.

Newsletter

When users sign up for the Presto Pasta's mailing list, we use the email address to send current offers and news and do so with the option for you to unsubscribe at any time.

How do we use the information we collect – continued

We aggregate information about how our online ordering service is used (without specific identification to any particular user) to be able to improve our service and make it more responsive to our customers' preferences.

Presto Pasta may from time to time send non-promotional email to all registered users of our online ordering service for the purpose of gathering and dispersing data to provide better services to our customers. Except for provision of additional information necessary to complete a transaction initiated by a registered user, registered users will be under no obligation to reply or answer questions in said non-promotional email. Non-promotional email may include, but will not be limited to, surveys, maintenance notices, system updates and confirmation or other notices in connection with completion of a transaction initiated by a registered user.

If you would rather not receive offers or mailings other than e-mails from us or other merchants that we select, please send your name and address to:

*Presto Pasta
24375 Magic Mountain Parkway
Santa Clarita, CA, 91355
E-mail to: jeff@prestopasta.com*

Refund Policy

Our goal is to provide our valued customers with 100% satisfaction with our food and services. All refunds provided by the restaurant will only be honored given the product is returned within one (1) business day. To compensate for returns that stem from customer dissatisfaction, Presto Pasta will issue Presto Pasta Dough Certificates, good for in-store credit (not worth monetary value).

Shipping Policy

We do not ship our product.

Policies Changes

These are our current privacy and security policies, but we reserve the right to change our website and these policies at any time. You should check these policies periodically. If our policies regarding collection, storage and use of your information change, the information collected under prior policies will continue to be governed by those policies, unless we obtain your consent to use that information in new ways.

How is my information accessed?

Upon your request, we will provide you with access to your unique account-related information and information from contacts that we maintain about you. In your request, please provide us with your current specific contact information so that we can accurately check our records.

How is my information protected?

Your information is password-protected and stored in secure databases, whether external or maintained by us. In order to maintain this protection, we caution you not to provide your password to anyone. We do not give your password to anyone. We recommend that, if you share your computer with other people, you close your browser window when your session is completed. Signing off will protect your information if you share a computer with someone else or are using a computer in a public place like a library.

Please contact us with any questions or comments.

We want you to enjoy your use of Presto Pasta service. If you have any questions or believe that a violation of this policy may have occurred, please let us know. Our complete contact information is provided on the Contact Us link on our website at PrestoPasta.com.