

Website terms and conditions, privacy policy and cookies policy

Terms & conditions.

TouchTakeaway reserve the right to change these Website Terms from time to time by changing them on this page without further notice to you. By ticking the checkbox you confirm that you accept these Website Terms. If you disagree with the terms & conditions, please do not register for nor use this website. We advise you to print a copy of these Website Terms for future reference. These Website Terms are currently only in the English language.

Delivery policy. Including method of delivery & average timeframe for delivery. Once an order has been received and processed the restaurant aim to deliver your order within a maximum time of one hour fifteen minutes and delivered to the stated delivery address by an employee of the restaurant within the designated delivery vehicle

Cancellation policy. Please note that once you have made your order and your payment has been authorised you will not be able to cancel your order nor will you be entitled to a refund Online payments & refunds. All payment references on bank / customer statements will be under the heading of MAAYA If a payment is taken and the restaurant is unable to fulfil the order you must as a customer contact the restaurant by phone or contact form on this website as soon as possible explaining the situation, this is generally the quickest and easiest solution . If however you find no resolution with direct contact then email info@maayamiltonkeynes.com quoting the name and address of the restaurant, the day the order was placed, the amount taken, the order reference number displayed on the order email which was sent by the restaurant, a contact name and contact telephone number. MAAYA will then investigate the situation and if in agreement will refund the order amount back to the card used to make payment within 14 days of receiving the complaint. Returns. Due to the nature of the business returns will only be accepted if a customer can prove products were unfit for consumption, if this is the case the product must be returned with a minimum of 60% of the product intact and within container supplied. A refund will then be given in cash after inspection of the returned product at the discretion of the restaurant.

TouchTakeaway's Role While TouchTakeaway helps facilitate transactions that are carried out using the Service, it is neither the buyer nor the seller of the seller's items. It is not an intermediary between you and the seller. TouchTakeaway provides a venue for sellers and buyers to complete transactions in accordance with the provisions of this. It is not the agent of either seller or buyer in their dealings with each other and has no authority to legally bind either of them. Accordingly, the contract formed at the completion of a sale is solely between buyer and seller. The enforcement of any contractual obligations arising out of the completion of a transaction using the Service is the responsibility of the buyer and seller that are party to that transaction. TouchTakeaway is not obliged to mediate between buyers and sellers or enforce or execute fulfilment of any contract. Subject to the terms of this Participation Agreement, the seller will resolve any subsequent dispute directly with the buyer.

Complaints TouchTakeaway is not responsible for the service (s) delivered by this restaurant. It is best to handle any problems directly through the restaurant However, you can submit your complaint via email at the following address – info@maayamiltonkeynes.com. Each complaint will be processed as quickly as possible by a member of our team.

Privacy policy overview

The Privacy Policy below governs your account and any information you provide on this site or our products, services or any other feature, technologies or functionalities offered by us on our website or through any other means. Information we collect In order to operate the Services and to reduce the risk of fraud, TouchTakeaway/MAAYA , must ask you to provide us information about yourself and your credit or debit card. By consenting to, and agreeing to, the terms of the Privacy Policy you also expressly consent and agree to us processing your data in the manner set out in the Privacy Policy. This Privacy Policy describes the information we collect and how we use that information. We take the privacy of your personal information very seriously and will use your information only in accordance with the terms of this Privacy Policy. We will not sell or rent your personally identifiable information or a list of our customers to third parties, nor do we store any financial details (credit or debit card numbers) after completion of transaction payments. It is important for you to review this Privacy Policy. This Privacy Policy applies to all services that are hosted on this website or by other means. If you disagree with the terms of Privacy Policy, please do not register for nor use this website. Required information To open an account or use these Services, you must provide your name, delivery address, phone number, and email address. In order to make certain payments through this website, you must provide credit card or debit card information and the billing address of card being used to complete payment for goods or services. This required information is necessary for us to process transactions. Disclosure to Third Parties TouchTakeaway/MAAYA will not sell or rent any of your personally identifiable information to third parties, and will only disclose this information in the limited circumstances and for the purposes of completing a payment transaction or in response to requirements of credit card rules, civil or criminal legal

process. You consent to and direct TouchTakeaway/MAAYA to do any of the following: Disclose information to the third parties listed below. The purpose of this disclosure is to allow us to provide our service to you. We also set out below third parties we currently disclose your account information, together with the purpose of doing so, and the actual information we disclose (these third parties are limited by law or by contract from using the information for secondary purposes beyond the purposes for which the information was shared). Sagepay to allow payment processing settlement services, fraud checking and dispute handling for transactions of TouchTakeaway/MAAYA users. Data disclosed. Name, address and email and details of payment transactions. If our business enters into a joint venture with, purchases or is sold to or merged with another business entity, your information may be disclosed or transferred to the target company, our new business partners or owners or their advisors. Your Account information is available to view in the "MY ACCOUNT" section of the website where you can login view, edit and delete information held on the website. to remove your account from our services you can either login to your account and delete the information personally or email info@maayamiltonkeynes.com to request account deletion which may take upto 28 days.

Information Security We are committed to handling your customer information with high standards of information security. We use computer safeguards such as firewalls and data encryption and we authorise access to personal information only for those employees who require it to fulfil their job responsibilities.

USE OF YOUR INFORMATION Your information will enable us to provide you with access to the relevant parts of the website and to supply the services you have requested. It will also enable us to bill you and to contact you where necessary concerning our services. We may also use and analyse the information we collect so that we can administer, support, improve and develop our business and for any other statistical or analytical purpose. We may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the Website or our services. By clicking the check box and agreeing to these terms and conditions, you agree that we may use your information to let you know about our other products and services that may be of interest to you including services that may be the subject of direct marketing and we may contact you to do so by post, telephone, mobile messaging (e.g. SMS, MMS etc) as well as by e-mail.

Cookies Cookies are small amounts of information which we store on your computer. Unless you have told us you object, our system will issue cookies to your computer when you use the Website (whether you are a registered or non-registered user). Cookies make it easier for you to log on to and use the Website during future visits. They also allow us to monitor website traffic and to personalise the content of the site for you. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you do that, you may not be able to use some features on the Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site. Please remember, cookies do not contain confidential information such as your home address, telephone number or credit card details. We do not exchange cookies with any third-party websites or external data suppliers. Your browser also generates other information, including which language the site is displayed in, and your IP address. An IP address is a set of numbers which is assigned to your computer during a browsing session whenever you log on to the Internet via your internet service provider or your network (if you access the Internet from, for example, a computer at work). Your IP address is automatically logged by our servers and used to collect traffic data about visitors to our websites. We do not use your IP address to identify you personally. We only keep cookies for the duration of your visit to our website, except where you save your login name as referred to above Website information. The information on this website may be incomplete, inaccurate or out of date. We make no promises or commitment to update or change the information on this website.