



## **Website Privacy Policy / Disclaimer**

### **Privacy Policy**

*Last updated: November 2025*

Meals on Wheels Cambridge (“we”, “us”, or “our”) respects your privacy. This policy explains how we collect, use, and protect your personal information when you use our website or contact us.

#### **1. What information we collect**

We may collect information when you:

- contact us by phone, email, or through a website form
- request information about meal services
- sign up for newsletters (if applicable)

This information may include your name, phone number, email address, and any details you choose to share.

We do **not** collect payment information through this website. Any payments are handled directly with service providers.

#### **2. How we use your information**

We use your information only to:

- respond to your enquiry
- provide information or support you have requested
- improve our website and services

We will not sell, rent, or trade your personal information.

### **3. Sharing your information**

We do not share your personal information with third parties unless:

- you give us permission
- it is required to fulfil a request you made
- we are required to by law

When we link to external services (e.g., meal providers), these organisations have their own privacy policies, which we do not control.

### **4. Cookies and website analytics**

Our website may use basic analytics tools to understand how the site is being used. This may include anonymous information such as:

- pages visited
- time spent on pages
- device type

No personally identifying information is gathered for analytics.

### **5. Security**

We take reasonable steps to protect the personal information we hold. However, no website or email system can guarantee 100% security. Please contact us by phone if you prefer not to send information online.

### **6. Your rights**

You can request access to, or correction of, any personal information we hold about you. To do this, please contact us using the details below.

### **7. Contact us**

If you have any questions about this Privacy Policy, please contact:

**Email:** mowcambridge@gmail.com

## **Website Disclaimer**

*Last updated: November 2025*

The information on this website is provided for general guidance only. While we aim to keep it accurate and up to date, meal prices, delivery details, eligibility criteria, and provider information may change without notice.

Meals on Wheels Cambridge is not responsible for:

- decisions made based on information on this site
- the accuracy or content of external websites we link to
- any interruptions or errors in website availability

For health, dietary, or medical advice, please consult a GP or healthcare professional.

Using this website is at your own discretion.

If you find any inaccurate information, please let us know and we will update it as soon as possible.