Privacy Policy

BBQ Wholesale Centre Pte Ltd
UEN 200510931N
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1. About this Policy

This Policy explains how BBQ Wholesale Centre Pte Ltd handles personal data relating to website visits, orders, fulfilment, enquiries, promotions and customer service.

Our operating address is 1550 Bedok North Avenue 4, #05-12, JTC Bedok Food City, Singapore 489950. For privacy enquiries, requests for access or correction, withdrawal of consent or privacy complaints, contact our Data Protection Officer at privacy@bbqwholesale.com.

2. Information used for our services

Depending on your interaction, information may include your name, mobile number, email, billing and fulfilment addresses; order items, event date, payment and refund records; delivery or collection instructions; customer-service communications; and marketing preferences.

Fulfilment information may include recipient or authorised collector details, venue and pit information, access instructions and proof-of-delivery records. Provide another person’s information only where you are authorised to do so and have informed them of its purpose.

Website operation and measurement may involve device, browser, cookie or similar identifiers, page visits, referring pages and interactions.

3. Collection and purposes

We receive information from you, authorised order contacts, relevant payment and fulfilment providers, and the technologies used to operate the websites.

We use relevant information to process and verify orders and payments; arrange delivery or collection; manage amendments, cancellations, refunds, vouchers and rental returns; communicate service updates; handle enquiries and food-safety issues; secure and improve our services; measure performance; and meet applicable record-keeping or legal requirements.

We use information for marketing in accordance with the applicable permission and the preferences recorded for that channel.

4. Order communications and optional marketing

Necessary order and service communications are separate from optional marketing. Acceptance of the Terms must not automatically enrol a customer in promotions.

BBQ Wholesale does not currently send email or WhatsApp marketing, and the existing website does not explicitly capture marketing consent. Separate optional email and WhatsApp marketing choices are planned for the new website. Necessary order and service communications remain separate from marketing.

You may withdraw marketing consent or unsubscribe through the method given in a message or by contacting us. A marketing withdrawal does not stop necessary communications about an active order.

Where withdrawal of consent affects a service that requires the relevant information, we will explain the practical effect. Required records may still be retained where permitted or required.

5. Cookies, analytics and advertising

Our websites use technologies for functions such as session management, security and checkout. Analytics and advertising technologies may also be used to measure visits and campaigns.

Details of the technologies and controls used on our websites: pending verified inventory under P07.

Browser settings can control some cookies. Disabling cookies needed for checkout may affect website functions.

6. Service providers and disclosures

Relevant information may be shared with providers supporting hosting, website maintenance, Salesnet order processing, payments, communications, delivery, analytics, accounting and professional advice, where needed for the relevant purpose.

We limit access to information needed for the authorised service and require appropriate confidentiality and protection arrangements. We may also disclose information where required by law or to address a legitimate legal or safety matter.

7. Transfers, retention and protection

Where information is handled outside Singapore, appropriate transfer safeguards must be maintained as required by applicable data-protection law.

We retain personal data only while needed for its purpose or a legal or business requirement, then securely delete, anonymise or dispose of it.

We use reasonable administrative, technical and physical safeguards to protect data against unauthorised access, use, disclosure, alteration or loss.

8. Access, correction and complaints

Contact the designated DPO to request access or correction, withdraw consent, or raise a privacy complaint. Identity verification and applicable legal exceptions may affect how a request is handled.

9. Breaches and updates

We assess suspected breaches and make notifications where required by applicable law. We publish the current policy version and effective date on the website.

Controlled working copy: BBQ Website Policies Google Doc.