

® 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 www.thebrownbagdeli.net 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 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.

Our use of cookies

Like many websites on the Internet, our website uses cookies. Cookies are small strings of data placed on users' personal computer hard drives during the exchange of data that happens when your browser points to our website. Cookies enable a website to identify a user's browser as a previous visitor by means of a unique string of numbers assigned on a previous visit. Our cookies assist us in collecting information on what pages of our website you access or visit, and in recording any preferences you indicate on our website. We also use cookies to make your experience on www.thebrownbagdeli.net more personalized, and convenient.

Our cookies cannot and do not retrieve any other data from your hard drive or pass on computer viruses. If you are just browsing our website, a cookie identifies your browser and user id (and not your identity). If you place orders with us, we use cookies to assist in storing your preferences and recording other session information (a "session" is a single visit by you to our website).

How do we store the information we collect?

We store the information you provide to us and the information we collect electronically in our computer databases. We own, maintain and operate our computer servers containing our databases. 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. 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 www.thebrownbagdeli.net 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.

How do we use the information we collect – continued?

We may provide your personal information to our franchisees in order to enable your local www.thebrownbagdeli.net to better serve you. We also 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. We also make such aggregate information (without identification to any specific individual) available to our restaurant affiliates and other affiliates in order to obtain information about products, services, offers and notices which we believe will be useful and informative to our website users.

Barnaby's Café 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:

Brown Bag Deli
3435 Kirby Drive
Houston, TX 77098

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 applied as a credit to the credit card used at the time of purchase within five (5) business days upon receipt of the credit request.

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. 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 www.thebrownbagdeli.net 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 www.thebrownbagdeli.net .