

Privacy Policy

Last Updated: May 14, 2026 Onigiri Sen LLC

1. Introduction

Onigiri Sen LLC (“we,” “us,” or “our”) respects your privacy and is committed to protecting your personal information. This Policy explains how we collect, use, protect, and disclose your information in connection with the use of our website and the provision of our services (catering, wholesale, etc.). We strive to adhere to best practices based on the California Consumer Privacy Act (CCPA), the Washington My Health My Data Act (MHMDA), and other applicable laws.

2. Categories of Information Collected

We have collected the following categories of personal information in the past 12 months:

- **Identifiers:** Name, email address, phone number, physical address, and IP address.
- **Technical and Usage Data:** Information about the **device** you use (model, operating system), **browser type**, and your **access patterns** (including **timestamps** of your visits, pages viewed, and referral URLs).
- **Business and Event Information:** Company name, business type, planned order volume, event date and time, and venue address.
- **Sensitive Personal Information:** Information regarding food allergies and dietary restrictions (which may be considered health data under Washington State law).
- **Geolocation Data:** With your explicit consent, we may collect approximate location information (GPS, Wi-Fi, or IP address) from your device or browser, solely to provide the Store Locator functionality.
- **Commercial Information:** Order history, invoices, and payment status.
- **Internet or Other Electronic Network Activity:** Browser type, browsing history, and behavior logs on our site (collected through cookies and similar technologies).

3. Purposes of Use

We use the collected information for the following purposes:

- Processing orders, delivery, and providing estimates.
- Customer management, billing operations, and payment management (utilizing secure platforms such as Zoho).
- Responding to inquiries.
- Store Locator Functionality: Solely to provide the Store Locator functionality and help you find the nearest shop location. This data is not used for any other purpose.
- **Allergy Management:** Management for the purpose of safe food provision and

prevention of health-related incidents. This information is used strictly for safety management purposes.

- Compliance with legal obligations, prevention of fraudulent activities, and protection of our rights.
- **Customer Communications:** Information submitted via contact forms is stored in our internal customer management systems (such as **Google Sheets or Zoho**) to respond to your inquiries and manage our business communications efficiently.

4. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

- **Transaction and Accounting Records:** Generally retained for 7 years based on tax and legal obligations.
- **Allergy Information:** Retained only for the duration necessary for service provision and safety management, and promptly deleted or anonymized once the purpose is fulfilled.
- **Geolocation Data:** Location data used for the Store Locator is processed in real time and is not stored on our servers after the session ends.
- **Other Information:** Retained for the duration necessary to achieve the collection purpose or until a valid deletion request is received.

5. Security and Safety Measures

We implement appropriate management measures, such as storing data in encrypted environments of highly reliable external services (e.g., Zoho) and limiting access rights, to prevent unauthorized access or leakage of information. **Please note that while we do our best to protect your information, we cannot guarantee 100% security for transmissions over the internet or electronic storage.**

6. Restrictions on Selling and Sharing (Do Not Sell or Share)

- **Prohibition of Sale:** We do not sell your personal information to third parties for monetary consideration.
- **Restriction on Sharing:** We do not share personal information for the purpose of cross-context behavioral advertising (targeted advertising).
- **Use of External Tools:** We may use third-party tools, such as analytics providers, for site operation analysis, customer management, and **marketing communications**. This data is used to improve our business operations and **to provide you with updates, newsletters, and promotional information regarding our services.**
- **Third-Party Services (Google Maps):** We use Google Maps API solely to provide the Store Locator functionality. For more information on how Google handles this data, please visit [Google's Privacy Policy](#).
- **Spam Protection (reCAPTCHA):** To ensure the security of our website and prevent

spam and abuse, we use **Google reCAPTCHA**. This service analyzes your interactions with our site (such as typing patterns or mouse movements) and hardware/software information to distinguish human users from automated bots. Use of reCAPTCHA is subject to the [Google Privacy Policy](#) and [Terms of Service](#).

7. Cookies and Tracking Technologies (Cookies and DNT)

We use cookies on this site to improve convenience. While this site does not currently respond to browser “Do Not Track” (DNT) signals, you can manage or refuse cookies through your browser settings.

8. Children’s Privacy

This site is not intended for children under the age of 13, and we do not knowingly collect personal information from children under 13.

9. Changes to this Policy

We reserve the right to update this policy at any time. Changes will be notified by updating the latest effective date on this page.

10. Your Rights (CCPA / MHMDA)

Customers (particularly residents of Washington and California) have the following rights:

- **Right to Know:** The right to confirm the categories, specific pieces, and purposes of the collected data.
- **Right to Delete:** The right to request the deletion of stored personal data.
- **Right to Correct:** The right to request the correction of inaccurate information.
- **Right to Opt-Out of Sale/Sharing:** The right to opt out of the sale or sharing of personal information.
- **Right to Limit:** The right to limit the use of sensitive personal information (including allergy information and geolocation data) to purposes strictly necessary for service provision.
- **Right to Withdraw Consent:** The right to withdraw consent regarding the collection and use of health-related data (including allergy information) under MHMDA, and consent for location sharing, at any time through your device or browser settings or by contacting us directly.
- **Right to Non-Discrimination:** The right not to receive discriminatory treatment for exercising these rights.

11: Severability If any provision of this Policy is found to be invalid or unenforceable under applicable law, the remaining provisions will continue to remain in full force and effect.

[Procedure] We will respond in principle within 45 days of receiving a request. We may require

identity verification (matching via registered email address, etc.) to process your request.

Contact Information

Onigiri Sen LLC

Email: contact@onigirisen.jp

This document is for informational purposes only and does not constitute legal advice. This document is not intended to comply with California state law.