

Privacy Policy

At The Menu, your privacy is important to us. This Privacy Policy explains how we collect, use, store, and protect your personal information. By using The Menu's services, you agree to the terms outlined in this policy.

1. Definitions

- **"We," "Us," "Our":** Refers to The Menu.
- **"You," "User":** Refers to members, vendors, or visitors of The Menu.
- **"Personal Information":** Information that identifies you personally, such as name, email, phone number, or payment details.

2. Information We Collect

2.1 Personal Information

We collect the following types of personal information:

- **Members:**
 - Name
 - Email Address
 - Phone Number
 - Payment Details
 - Delivery Address
- **Vendors/Partners:**
 - Business Name
 - Contact Person's Name
 - Email Address
 - Phone Number
 - Business Category

2.2 Technical Information

- IP Address

- Browser Type and Version
- Device Information
- Cookies and Usage Data

2.3 Usage Data

- Pages visited
- Actions performed (e.g., purchases, competition entries)
- Referrals and links clicked

3. How We Use Your Information

We use your personal information for the following purposes:

3.1 Membership Management

- Processing subscriptions and day pass purchases
- Managing competition entries and rewards

3.2 Vendor Relations

- Partner onboarding and communication
- Processing vendor offers and coupons

3.3 Customer Support

- Assisting with inquiries and technical support
- Resolving complaints and issues

3.4 Marketing and Promotions

- Sending newsletters, updates, and promotions (with your consent)
- Managing referral and competition programs

3.5 Website Improvement

- Enhancing user experience based on feedback and usage data
- Developing new features and services

3.6 Legal Compliance

- Complying with applicable laws and regulations

- Preventing fraud and ensuring security

3.7 Cookies and Tracking Technologies

3.7.1 What Are Cookies?

Cookies are small data files stored on your device to enhance your browsing experience.

3.7.2 Types of Cookies We Use

- **Essential Cookies:** Necessary for website functionality.
- **Performance Cookies:** Track website usage to improve performance.
- **Functional Cookies:** Remember your preferences and settings.
- **Advertising Cookies:** Display relevant advertisements based on your interests.

3.7.3 Managing Cookies

You can adjust your browser settings to refuse cookies. However, some website features may not function properly without cookies.

4. Data Storage and Security

4.1 How We Store Data

- Your personal data is stored on secure servers located in South Africa.
- We use SSL encryption and comply with PCI DSS standards for payment processing.

4.2 Security Measures

- Encryption of sensitive data
- Regular security audits and updates
- Access control and authentication

4.3 Data Retention

- We retain your information for as long as necessary to fulfill the purposes outlined in this policy or to comply with legal obligations.

5. Sharing Your Information

We do not sell or rent your personal information. We may share your data with:

- **Service Providers:** For payment processing, email services, and technical support.

- **Legal Authorities:** If required by law or to protect our rights.
- **Partners/Vendors:** Only with your consent for promotions or offers.

6. Your Rights

Under South African law (POPIA), you have the following rights:

- **Right to Access:** Request a copy of your personal data.
- **Right to Correction:** Correct inaccurate or incomplete data.
- **Right to Deletion:** Request the deletion of your data under certain conditions.
- **Right to Object:** Object to the processing of your data for direct marketing.
- **Right to Withdraw Consent:** Withdraw consent for data processing at any time.

To exercise your rights, contact us at privacy@thenuportal.co.za.

7. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for the privacy practices of these sites. We recommend reviewing their privacy policies before providing any personal information.

8. Children's Privacy

The Menu is not intended for individuals under the age of 18. We do not knowingly collect information from children. If we discover that a minor's data has been collected, we will delete it promptly.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with the effective date. We encourage you to review this policy periodically.

10. Contact Information

For any questions or concerns regarding this Privacy Policy, please contact:

- Email: privacy@thenuportal.co.za