

# UniEats Terms and Conditions

**Last Updated: [2024/10/12]**

Welcome to UniEats, the food ordering platform designed exclusively for students, lecturers, and staff members of North-West University. By registering and using the UniEats service, you agree to abide by the terms and conditions outlined below. Please read these terms carefully before using the service.

## 1. Introduction

UniEats is an online food ordering system specifically designed for the North-West University community, including students, lecturers, and staff members. This platform enables users to place orders directly with the university cafeteria, manage their orders, and receive deliveries within the campus. By creating an account, users can access all features of UniEats, including order placement, tracking, and account management.

## 2. Account Registration

To use UniEats, users must create an account by providing the following information:

- Full Name
- Student/Staff Number
- Email Address
- Phone Number
- Password

During the registration process, users must agree to these terms and conditions. After registering, users will receive a one-time password (OTP) via the registered email for account verification. This OTP is required to complete the registration process and access the system.

## 3. How the System Works

- **Login and Verification:** After registering, users must log in with their email and password. An OTP will be sent to their registered email for verification each time they log in. The OTP is a five-digit code that must be entered to access the system.

- **Home Page:** After successful login and OTP verification, users are redirected to the homepage, where they can access information about the application, browse the menu, view ongoing orders, and contact support.
- **Placing Orders:** Users can browse the available menu, add items to their cart, and customize their orders. Customization options may include preferences such as removing specific ingredients (e.g., no lettuce in a hamburger).
- **Cart Management:** The cart allows users to review, modify, and finalize their orders before proceeding to checkout. Users can increase quantities, delete items, or continue shopping.
- **Checkout and Payment:** At checkout, users receive an order summary displaying the items, prices, and customization details. Users must enter their delivery address, confirm their contact information, and proceed with payment through a secure online gateway. Upon payment completion, a receipt is sent to the user's registered email.
- **Order Tracking:** Once an order is placed, users can track the status through the "Orders" section:
  - **Pending:** The order is being processed.
  - **Out for Delivery:** The order is en- route to the specified address.
  - **Completed:** The order has been delivered successfully.

## 4. Order and Sales Policy

- **Order Management:** Users can access all their past and current orders through the "Orders" section, which provides a detailed summary of items purchased, prices, and delivery status.
- **No Cancellations or Returns:** UniEats does not allow order cancellations or returns once an order has been placed. Users are advised to review their order details carefully before proceeding to payment.

## 5. Privacy Policy

UniEats is committed to protecting your privacy and ensuring that your personal data is handled securely. By using the platform, you agree to the following:

- **Data Collection:** UniEats collects user data such as names, surnames, student/staff numbers, email addresses, phone numbers, and delivery addresses.

- **Data Sharing:** Your contact information, including name, surname, phone number, and delivery address, may be shared with authorized personnel such as UniEats administrators and delivery personnel to facilitate order processing and delivery.
- **Data Protection:** Passwords are securely hashed and stored in our database, ensuring that they remain confidential and protected. No password information is shared with any third party.

## 6. Security

- **Two-Step Verification:** UniEats utilizes two-step verification (2FA) through OTPs to enhance the security of your account. This feature ensures that only the registered user can access their account, minimizing the risk of unauthorized access.
- **Data Security:** UniEats implements industry-standard encryption and security measures to protect user data from unauthorized access or breaches. We continuously monitor our system to prevent leaks and ensure a secure environment for users.

## 7. Limitation of Liability

- **Service Availability:** UniEats strives to ensure the uninterrupted availability of the platform. However, we do not guarantee that the platform will always be available, error-free, or free of disruptions. Users agree that UniEats shall not be liable for any service interruptions, errors, or delays.
- **Order Accuracy:** UniEats aims to ensure accurate order processing and delivery. However, we are not liable for errors in order details provided by users or mistakes in customization preferences.

## 8. Changes to Terms and Conditions

UniEats reserves the right to update or modify these terms and conditions at any time. Users will be notified of significant changes through their registered email addresses or via notifications on the platform. Continued use of the service following such updates constitutes acceptance of the revised terms.

## 9. Contact Information

If you have any questions or concerns regarding these terms and conditions, please contact UniEats support at [admin@unieats.co.za](mailto:admin@unieats.co.za) or visit the "Contact Us" section on the platform for more information.