



Privacy Policy

Last Updated: October 15, 2024

Thank you for choosing to be part of our community at Hot & Spicy Grill Café Inc – DBA – Hot Spicy Grill (“Company”, “we”, “us”, or “our”). We are committed to protecting your personal information and your right to privacy.

1. Purpose of the Policy

- We appreciate your trust in us with your personal information when you use our services.
- This privacy notice explains what information we collect, how we use it, and your rights regarding your data.

2. Applicability

- This privacy notice applies to all information collected through our Services, including any related services, sales, marketing, or events.
- If the practices described in this Privacy Policy are not acceptable to you, please refrain from providing your information.
- We may update this Privacy Policy periodically. The “Effective Date” at the bottom indicates when the policy was last revised.
- Changes become effective when posted on our website, so please check for updates regularly.
- All personal information provided must be true, complete, and accurate, and you must notify us of any changes.

3. Information We Collect

- We collect personal information that you voluntarily provide when you register, express interest in our products and services, or engage in activities on our website.
- Information you may provide includes:
 - **Registration Information:** Name, email address, age, username, password, etc.
 - **Transaction-related Information:** Responses to offers, downloads, or use of applications.
 - **Support Information:** Any information you provide when contacting us for help.
 - **User Input:** Information entered when using our website, such as contact details.
- Additionally, we may collect certain information automatically, including:

- Device type, unique device ID, IP address, mobile operating system, browser type, and usage patterns on the website.
- This automatic information helps us maintain the security and functionality of our website and for internal analytics and reporting purposes.
- Information such as your IP address and device characteristics is collected automatically upon visiting our website.

4. Sharing Your Information

- We may share your information under specific circumstances to comply with legal obligations and engage third parties necessary for business operations.
- **Legal Sharing:** We may process or disclose your personal data based on the following legal grounds:
 - **With Your Consent:** Information may be used for approved purposes if you provide specific consent.
 - **Legitimate Business Interests:** We may process your data to achieve our legitimate business goals.
 - **Contractual Obligations:** We may process your personal information to fulfill contractual obligations.
 - **Compliance with Laws:** Information may be disclosed to comply with applicable laws or government requests.
 - **Protection and Safety:** Disclosure may occur to investigate or prevent potential violations of policies or suspected fraud.

5. Third-Party Sharing

We may share your personal information with third parties in specific contexts:

- **Providing Our Services:** We may share personal information with Merchants, Merchant Employees, and authorized partners to deliver services.
- **Business Transactions:** Information may be shared during mergers, sales of assets, or acquisitions.
- **Service Providers and Partners:** We work with third-party providers for hosting, data analysis, email delivery, customer service, and marketing assistance.
- **No Sale for Marketing Purposes:** We do not sell or share your personal information for marketing purposes.
- **SMS Campaigns:**
 - Text messaging originator opt-in data and consent will not be shared with third parties.

- We will not share your SMS opt-in for purposes unrelated to the services of that campaign.
- We may share your Personal Data, including SMS opt-in status, with third parties that assist in delivering our messaging services.
- All the categories mentioned above exclude any data related to text messaging originator opt-in and consent; this information will not be shared with third parties. We will not disclose your opt-in to an SMS campaign to any third party for purposes unrelated to the services of that campaign. However, we may share your Personal Data, including your SMS opt-in or consent status, with third parties that support our messaging services—such as platform providers, telecom companies, and other vendors who assist in delivering text messages.

6. Additional Uses of Your Information

We may use your information to:

- Identify you when visiting our website or locations.
- Provide products and services.
- Improve our services and product offerings.
- Conduct analytics.
- Respond to support requests or inquiries.
- Send marketing and promotional materials related to our offerings.

7. Real-time Location

- We may use GPS technology to determine your location when you visit our mobile app.
- Your location helps us display relevant advertisements but will not be shared with other users or partners.
- If you do not want your location used, you can disable location services in your mobile settings.

8. Protection of Your Data

- We have implemented physical, electronic, and managerial procedures to maintain data accuracy and prevent unauthorized access.
- In case of unauthorized access, we may notify you electronically or in writing, as permitted by law.
- Despite our efforts, no system is perfect; if you suspect any security issues, please contact us as outlined in the “Contact Us” section.

9. Data Retention

- We will retain your personal information only as long as necessary for the purposes stated in this policy, unless a longer retention period is required by law.
- When there is no ongoing legitimate business need, we will either delete or anonymize your information. If deletion is not possible, we will securely store the information and isolate it from further processing.

10. Privacy Rights

- You can review, change, or terminate your account at any time.
- To review or change your account information or terminate it, log into your account settings.
- Upon your request, we will deactivate or delete your account, although we may retain some information to prevent fraud, troubleshoot issues, or comply with legal requirements.
- You can unsubscribe from our marketing emails at any time using the unsubscribe link in the emails or by contacting us directly.

11. Updates

- We will update this notice as necessary to comply with relevant laws.
- The updated version will be indicated by a revised date and will take effect as soon as it is accessible. We encourage you to review this notice frequently for updates.

12. Contact Us

- If you have questions about our Privacy Policy or our use of your information, please reach out for assistance.
- When contacting us, please include your full name, the name of the location that collected your information, and a contact number or email address.

Email us at: nooryaqoob786@gmail.com

Or send a letter to:

8060 Lawndale Ave, Skokie, IL 60076 - DBA – 502 W 34th St, Steger, IL 60475

Attention: Data Privacy