

# Criticism of Terms of Service (ToS), End User License Agreement (EULA), Privacy Policy fulfilling the legal requirements and the existing practices for a particular sector

## Comparison of five food delivery companies of bangladesh

Foodpanda | HungryNaki | FoodMart | Shohoz Food | Cookups

### REGISTRATION

- You must be at least 18 years old to protect all materials will be published under your account.
- ❖ FoodPanda and FoodMart has this age verification law.
  - ❖ HungryNaki recently added this law.
  - ❖ CookUps and Shohoz didn't mention any kind of verification in their terms and policy yet.

### TAXES

- According to law it should be mentioned that All fees, prices, and charges related to purchasing Products from the Site shall be your responsibility, and you agree to pay all relevant taxes (including VAT).
- ❖ FoodPanda and HungryNaki only mentioned about taxes in their terms of services but others are taking taxes from customers but they didn't mention about it.

### SAFETY OF FOODS ON END

- To make sure food is kept an acceptable , germs free and holding temperature, think about installing a heated holding cabinet at your pickup area.
- ❖ all the companies claim that they are serving food fresh and using heated holding cabinet but in reality they are not following this rule



### OPT-IN & OPT-OUT

- Before storing and sharing user's personal information need to give them opt-in or opt-out option.
- ❖ FoodPanda, Shohoz and FoodMart gives opt-in option whether we agree to the terms and conditions or not.
  - ❖ But the all companies are accepting opt-out mailing list services of their users if any users want to update their preferences or interests except CookUps.

### COOKIES

- All organizations acquire cookies that allow them to identify a certain user or machine.
- ❖ HungryNaki and ShohozFood notify about the cookies.
  - ❖ FoodPanda and FoodMart collect cookies but don't notify about it.
  - ❖ Cookups don't collect cookies