

Introduction

At Desserts to Door, we understand that privacy is important to our users. This Privacy Policy describes how we collect, use, and share information through our website, applications, and services. By using Desserts to Door, you agree to our collection, use, and sharing of your information as described in this Privacy Policy.

How We Use Information

We use the information we collect to provide and improve our services, including but not limited to:

Processing orders: We use your personal and payment information to process your orders and deliver your food.

Personalizing the experience: We use your location and usage information to personalize the content and advertisements we show you.

Improving our services: We use your device and usage information to understand how people use our website and application and to identify areas for improvement.

Communicating with you: We use your contact information to send you updates about your order, promotional offers, and other information related to Desserts to Door.

What kind of data do we hold about you and how is your personal data collected?

Desserts to door holds the following data about you:

1. Information supplied directly by you:

1.1. Registration Data: the information provided by you when you create an account on the Desserts to door Platform: **username and e-mail**.

1.2. User Profile Information: the information added by you on the Platform in order to be able to use Desserts to door's service, e.g.. your **mobile phone number and delivery address**. You can view and edit the personal data on your profile whenever you wish.

1.3. Payment information: payment information when processing your orders; card data will be processed by our electronic payment service providers, who will receive the data directly from you. Desserts to door will have access to this information only

for complying with the request of any competent authority, **Desserts to door does not store or hold payment information from its users on the platform.**

1.4. Additional information: any information that you could supply to Desserts to door for other purposes, e.g. your photograph or the billing address in the case if you have asked to receive invoices from Desserts to door.

1.5. Information about previous communications with Desserts to door: information supplied by you for the resolution of any queries or complaints about the use of the platform, whether through the contact form, by e-mail or by phone through the customer service.

1.6. Information regarding any accidents: information of any of the parties involved in the provision of services through the Platform **for the purpose of making insurance claims** or carrying out any other actions with the insurance companies contracted by Desserts to door.

1.7. Information of conversations held with Desserts to door: Transcription and recording of conversations for the processing of incidents, queries or other consultations that may be made to guarantee and improve the quality of our services and for security reasons.

1.8. Any additional information that you provide in your requests, comments or questions.

- **Information indirectly supplied by Users:**

2.1. Data arising from the Use of the Platform: Desserts to door collects the data arising from your Use of the Platform every time you interact with the Platform.

2.2. Data on the application and the device: Desserts to door stores data on the device and the Application used by you to access the services:

i) the IP address used by you to connect to the Internet using your computer or mobile phone, and to prevent fraudulent misappropriation or unauthorized access to your account by third parties,

ii) information about your computer or mobile phone, such as your Internet connection, browser type, version and operating system, and type of device,

iii) the full uniform resource locator (URL) Clickstream (the information related with your navigation through our website or the Application, links followed, etc.), including date and time,

iv) data from your account: information on the orders made by you, as well as feedback and/or comments made by you,

v) your browsing history and preferences.

2.3. Data arising from the User's origin: if you arrive at the Desserts to door Platform through an external source (such as a link from another website or a social network, as long as you have authorised it on those websites), Desserts to door collects data on the source from which you arrived.

2.4. Data resulting from the management of incidents: if you contact the Desserts to door Platform through the Contact Form, Desserts to door Chat or on Desserts to door's phone number, Desserts to door will collect the messages received in the format used by you and may use and store them to manage current or future incidents.

2.5. Data arising from "cookies": Desserts to door uses its own and third-party cookies to facilitate browsing by its users and for statistical purposes, among others.

2.6. Geolocation Data: provided that you have authorised this, Desserts to door will collect data relating to your location, including the real-time geographic location of your computer or mobile device.

Data resulting from external third parties:

i) Desserts to door collects personal data or information from external third parties only if you authorise such third parties to share that information with Desserts to door. For example, if you create an account through your Facebook or Google account, these platforms could disclose to us your personal data that can be found on your Facebook/Google profile (such as name, gender or age).

ii) If you choose to send messages to us from social media networks (including Twitter, Facebook and Whatsapp), we will collect that information you provide to us for the purposes set out in this privacy policy, including responding to your inquiry, providing you with customer support and resolving issues.

What are the recipients of your data and why are we communicating it?

Desserts to door warrants that all commercial partners, technicians, suppliers or independent third parties are bound by contractually binding promises to process the

information shared with them in accordance with Desserts to door's indications, this Privacy Policy and the applicable data protection legislation.

We will not disclose your personal data to any third party who does not act under our instructions and no communication will involve selling, renting, sharing or in any other way revealing customers' personal information for commercial purposes in breach of the commitments made in this Privacy Policy.

When carrying out an order, data may be shared with:

- **The Courier** who carries out the task of collecting and delivering the product.
- The establishment or venue in charge of selling the product, if you have requested the purchase of a product. If you contact the above-mentioned providers directly and give them your data directly, Desserts to door will not be responsible for the providers' use of such data.
- **The Customer Care Services** contracted by Desserts to door for the purpose of warning you of any possible incidents or asking why negative feedback has been given; data will be used to manage any incidents that may occur during the provision of the services.
- **The payment Platform and payment service providers** so that the amount can be charged to your account.
- **Telecommunications service providers**, when they are used to send communications regarding orders or incidents relating to orders.
- **Providers** rendering satisfaction survey services on Desserts to door's behalf.

Sharing your data with third parties:

To continue providing the services offered through the Platform, Desserts to door may share your certain personal data with:

- **Service providers:** service providers that send parcels, carry out orders and/or resolve incidents with deliveries have access to your personal information as may be necessary only to carry out their functions. They must process the said personal information as provided in this Privacy Policy and in the applicable data protection legislation.

- **Payment Service Providers:**

If you give us credit or debit card information for any other purpose or to pay for any other type of purchase, it will be used one time only to fulfil one order, and Desserts to door will not store your credit card information. Each User is responsible for all charges resulting from use of the service. Further, each User agrees to be financially responsible for use of the Service

(as well as for use of your account by others, including minors living with you) and to comply with your responsibilities and obligations as stated in this Agreement.

- **Service providers for fraud control purposes:** Desserts to door will share your data with fraud control service providers to assess the risk of the transactions carried out.
- **Service providers for the anonymisation of some data:** In order to prevent the misuse of your data by third-party service providers, your data may be being anonymised so that it can be used solely for the provision of the service. For example, Desserts to door may assign your telephone numbers to third parties in order to anonymise them and provide them in this format to the providers used to carry out the services contracted by you.
- **Security companies and Law Enforcement Forces and Agencies:** Desserts to door may disclose personal data on its customers' accounts if such disclosure is necessary to comply with the law, to enforce or apply the "Terms of Use" or to protect Desserts to door's, its users' or third parties' rights, property or safety. It includes the exchange of information with other companies (for example, Desserts to door uses Google's reCAPTCHA Enterprise service to protect users from cyber attacks or threats to their accounts) and organisations and with Law Enforcement Forces and Agencies to protect against fraud and reduce credit risk.
- **Telecommunications services:** In order to be able to provide you with telephone contact services, Desserts to door may contact telecommunications companies that provide secure lines and systems for the purpose of contacting you.
- **Third parties associated with Desserts to door for the purposes of commercial communications:** Desserts to door may transfer your personal data to third parties associated with Desserts to door, **provided that you have given your express informed and unequivocal consent** to such transfer of data and that you are aware of the purpose and recipient of such transfer.

- **Changes of ownership:** If Desserts to door's ownership changes or the majority of its assets are acquired by a third party, you are informed that Desserts to door will transfer your data to the acquiring organisations to continue to provide the services subject to the processing of data.

As Desserts to door keeps growing continuously, we may buy or sell business units, assets, shares or legal entities, so data subjects' information may also be transferred. That information, when acquired by Desserts to door, shall be processed as any other information as described in our privacy policy. You acknowledge that such transfer may occur and that we will be allowed to use your personal information for any of the purposes described in this Privacy Policy. The new file controller will inform Users of its identification data. Desserts to door states that it will comply with its duty of information and it shall inform Users of the change of file controller if and when this happens. This processing shall be carried out under the contract entered into with Desserts to door.

- **Insurance companies:** Desserts to door may provide your data to those insurers and insurance brokers it collaborates with, for the management and processing of claims and losses arising from the activity carried out by Desserts to door and the parties that collaborate with it.

Your data will not be disclosed to any third parties unless:

- i) this is necessary to provide the services requested if Desserts to door is collaborating with third parties ;
- ii) if Desserts to door has your express and unambiguous authorisation;
- iii) where this has been requested by a competent authority pursuant to its functions (in order to investigate, prevent or take action in relation to illegal actions);
- iv) finally, where required by law.

Sharing of Information

We do not sell or rent your personal information to third parties. However, we may share your information with:

Delivery partners: We share your name, phone number, and delivery address with our delivery partners to facilitate the delivery of your food.

Payment providers: We share your payment information with our payment providers to process your payments and prevent fraud.

Service providers: We may share your information with service providers who perform functions on our behalf, such as website hosting, data analysis, and customer service.

Legal requirements: We may disclose your information to government or law enforcement officials if required by law or in response to a valid request.

Data Security

We take reasonable measures to protect the security of your personal information, including but not limited to encryption and secure storage. However, no data transmission or storage can be guaranteed to be 100% secure.

Children's Privacy

Desserts to Door is not intended for children under the age of 18. We do not knowingly collect personal information from children under the age of 18.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make changes, we will post the updated Privacy Policy on this page and update the effective date. Your continued use of our website and services after any changes indicates your agreement to the new terms.

Contact Us

If you have any questions or concerns about our Privacy Policy, please contact us at [support@dessertstodoor].