

ORDEROO INC. PRIVACY POLICY

This is a privacy policy of Orderoo Inc., a company located at 1 Name Street, 40121, Bologna, Italy. In this document, we explain what personal data we collect when you are using our service, what source we collect it from, for what purposes we use it, with whom we share it, and based on what legal basis.

We have appointed a Data Protection Officer, who can be contacted at dpo@orderoo.com. You can also contact us by writing to privacy@orderoo.com or at the physical address of our location.

When you use our services, we process the following categories of personal data:

1. Your email address. You provide us with your email address when registering for the service. We use your email address for the following purposes: unique identifier, it serves as a unique identifier allowing you to set up and log in to your account (contractual necessity); account access, to let you reset your password if you forget it (contractual necessity); transaction-related-communication, to send you receipts of your orders (legal obligation: to issue receipts, according to the Receipts Act); distribution of own advertising, to send you advertisements of our own services, new functionalities or new order options (legitimate interest: informing the consumers about the available offers and features, and promoting them); distribution of third-party marketing, to send you advertisements of vendors selling their products on our site (legitimate interest: to subsidize the price of the service with payments from the vendors we promote); tracking transaction history, we keep it as a part of your order history in case it becomes necessary to reveal it to investigative authorities (legal obligation: Accounting Act and Code of Criminal Procedure); we use the domain name part of your email when profiling (see the separate section at the bottom of the document). We share your email address with Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe); Microsoft (processor) for the purpose of facilitating communication, i.e., sending our own emails (legitimate interest in outsourcing the operation of email servers and protocols); CoolAccountants (processor) for the purpose of accounting, i.e., reviewing our financial records and keeping them in order (legal obligation: Accounting Act); FraudDetectors (processor) for the purpose of fraud detection (legitimate interest: not becoming a victim of fraud). We store your email for as long as you're using our services, i.e., until you delete your account, PLUS THREE MONTHS.

2. Your name and surname. You provide us with your name and surname when registering for the service and when making payments. We use your name and surname for the following purposes: account personalization, we associate it with your account, so that it appears whenever you log into the service (contractual necessity); issuing receipts, we place it on your order receipts (legal obligation: Receipts Act); email personalization, we use your name to personalize emails we send to you to open with a phrase to the effect of "Good Morning [Your Name]" (legitimate interest: to sustain a good relationship with customers); transaction processing, we use your name and surname when processing your payments, i.e., communicating

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with your Bank or ApplePay or PayPal (legal obligation: Receipts Act); tracking transaction history, we keep it as a part of your order history in case it becomes necessary to reveal it to investigative authorities (legal obligation: Accounting Act and Code of Criminal Procedure); we use your name and surname to profile you (see the separate section at the bottom of the document). We share your name with our delivery persons (processors) for the purpose of order delivery, and they will be able to see it when delivering food to you but it will disappear from their app after the delivery (contractual necessity); with Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe); Microsoft (processor) for the purpose of facilitating communication, i.e., sending our own emails (legitimate interest in outsourcing the operation of email servers and protocols); CoolAccountants (processor) for the purpose of accounting, i.e., reviewing our financial records and keeping them in order (legal obligation: Accounting Act). We also share your name and surname with the payment service that you rely on, either ApplePay, PayPal, or the bank of your choice (processor) for the purpose of enabling your payments (legal obligation: Payments Act). We do not share your name and surname with any recipients choosing their own purposes of processing (controllers). We store your email for as long as you're using our services, i.e., until you delete your account, PLUS THREE MONTHS.

3. Your password. You provide us with your password when registering for the service, i.e., when creating your account with us. We use your password for the following purposes: account security, to protect your Orderoo account from unauthorized access (contractual necessity). We do not share your password with anyone. We store a hashed version of your password until you delete your account, plus three months.

4. Your birthdate. You provide us with your birthdate when registering for the service or later when modifying your account profile. We use your birthdate for the following purposes: to verify the lawfulness of your data processing, i.e., to ensure that you are at least 16 years old (legal obligation: Civil Code); to verify that you follow the legal requirements with regard to products and services provided on our platform (legal obligation: Restricted Goods Act); to track transaction history, we keep it as a part of your order history in case it becomes necessary to reveal it to public authorities (legal obligation: Accounting Act and Code of Criminal Procedure); statistical purposes, namely to analyse trends in purchase behaviour depending on our customers' age (legitimate interest: to improve our services to our consumers, such as when we have to decide whether to include new food offers); internal marketing, to select advertisements of our own services that we believe will be interesting to you based on your age (legitimate interest: to promote our services to our consumers, such as when we have new food offers). We share your birthdate with Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe). We also share your birthdate with the payment service that you rely on, either ApplePay, PayPal, or the bank of your choice (processor) for security purposes in enabling your payments (legal obligation: Receipts Act, Payments Act). We store your birthdate for as long as you're using our services, i.e., until you delete your account.

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5. Your phone number. You provide us with your phone number when registering for the service. We use your phone number for the following purposes: account security, when we detect someone logging into your account from a location or device different than usual we will send you a code to insert into the app to confirm it is you (legal obligation: the GDPR, the requirement to keep the account secure); delivery, we can initiate a call during the delivery process to facilitate finding you (contractual necessity); profiling (see the separate section at the bottom of the document). We share your phone number with Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe); we share your phone number with our delivery persons (processor) for the purpose of order delivery, to enable them to contact you if case they have trouble finding the address (contractual necessity). We store your phone number until you delete your account, PLUS THREE MONTHS.

6. The default delivery address. You provide us with the default delivery address. We use your default delivery address for the following purposes: delivery address suggestion, when you initiate an order we'll insert your default delivery address automatically into the order form so that you do not have to type it in every single time (consent); vendor suggestion, we suggest you ordering from vendors located close to you, for our delivery persons to be able to bring you the order; clients' location analytics, we keep track how many of our clients are located in a given town, district, or street, to be able to have a sufficient number of delivery persons working that area (contractual necessity); anonymization, we anonymize your default delivery address removing elements that identify one household, like the apartment number in case of a block of flats, or the street number in case of a detached house, to create non-personal data further used for analytics and purposes we don't have to disclose (legitimate interest: to derive value from data that is no longer personal); we use your default delivery address to profile you (see the separate section at the bottom of the document). We share your default delivery address the following entities: Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe); we share your default delivery address with vendors close to you (controller), to facilitate their own marketing (legitimate interest: building the relationship with vendors); we share your default delivery address with Facebook (controller), for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data), and with Google (controller), for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data). We store your default delivery address until you delete your account, PLUS THREE MONTHS.

7. Each delivery address. You provide us with the delivery address every time you make an order. We use your delivery address for the following purposes: order delivery, we need to know where to deliver your order (contractual necessity); tracking transaction history, we keep it as a part of your order history in case it becomes necessary to reveal it to investigative authorities (legal obligation: Accounting Act and Code of Criminal Procedure); anonymization, we anonymize your each delivery address removing elements that identify one household, like the apartment number in case of a block of flats, or the street number in case of a detached house, to create

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non-personal data further used for analytics and purposes we don't have to disclose (legitimate interest: to derive value from data that is no longer personal); profiling (see the separate section at the bottom of the document). We share your delivery address with the following entities: our delivery persons (processor), for the purpose of making the delivery (contractual necessity); vendors preparing the order (processor) for their own accounting purposes (legal obligation: Accounting Act); vendors close to you, we share each delivery address with vendors close to you (controller), to facilitate their own marketing (legitimate interest: building the relationship with vendors); we share your each delivery address with Facebook (controller) for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data) and with Google, (controller), for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data); Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe). We store each delivery address until you delete your account, PLUS THREE MONTHS

8. Details of your order (what you buy). You provide us with the details of your order. We use the details of your order for the following purposes: order processing, we communicate it to the vendor in charge of preparing it and to the delivery person in charge of delivering it (contractual necessity); order delivery, we need to know what we are delivering to you to count the weight and the volume of orders our delivery persons can carry (contractual necessity); issuing receipts, we use the details of your order to issue you receipts (legal obligation: to issue receipts, according to the Receipts Act); tracking transaction history, we keep it as a part of your order history in case it becomes necessary to reveal it to investigative authorities (legal obligation: Accounting Act and Code of Criminal Procedure); recommendations personalization, we personalize the notifications you will get or the feed of our app so that the things similar to what you have ordered in the past appear higher or more often (legitimate interest: to make our service more satisfying to our users); personalization of own advertising, to select advertisements of our own services that we believe will be interesting to you based on your past orders (legitimate interest: to promote our services to our consumers); personalization of third-party advertising, we allow third-parties to show ads on our platform and we will use the details of your past orders to personalize those ads by matching what is advertised to your interests or interests of people who bought similar things (legitimate interest: to optimize the price of our services by subsidizing the cost with a revenue stream from third-party advertising); for profiling (see the separate section at the bottom of the document); combining how often you access the app with how much time you spend on the app and your order details to analyse trends of your purchase behaviour, that is, if you access the application often but do not complete an order, we want to know whether our application can be improved (legitimate interest: to improve the design and usability of our app). We share the details of your order with the following entities: vendors preparing your order (processor) for the purpose of order preparation (contractual necessity); our delivery persons (processor) for the purpose of order delivery, as they should be aware what kind of order they are carrying; CoolAccountants (processor) for the purpose of accounting, i.e., reviewing our financial records and keeping them in order (legal obligation: Accounting Act); FraudDetectors (processor) for the purpose of fraud detection (legitimate interest: not becoming a victim of fraud); Cloud711

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(processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe); vendors close to you (controller), to facilitate their own marketing (legitimate interest: building the relationship with vendors); we share your order details with Facebook (controller) for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data) and Google (controller) for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data). We store the details of your order for two years after each order.

9. The price you pay. You provide us with the information about the price you're agreeing to pay by accepting our offer. We use the information about the price you pay for the following purposes: to initiate payment, we need to communicate to the payment processor how much we are charging (contractual necessity); to issue the receipts (legal obligation: Receipts Act); to track transaction history, we keep it as a part of your order history in case it becomes necessary to reveal it to investigative authorities (legal obligation: Accounting Act and Code of Criminal Procedure); price range estimation, to estimate the price range of products you're interested in (legitimate interest: to optimize profits by engaging in price discrimination); to personalize own advertising, we match the price range of products you previously purchased to the ads we send you (legitimate interest: to market own services); to personalize third party advertising, we match the third party-ads we feature on our website with the price range of products you bought previously (legal basis: developing our own ad delivery systems); for profiling (see the separate section at the bottom of the document). We share information about the price you pay with the following entities: payment processor, i.e., your bank, PayPal, or Apple Pay (Processor), for the purpose of processing the payment (contractual necessity); we share the information about the price you pay with Facebook (controller) for the purpose of personalizing their own advertising (legal basis: to make profit of available data) and Google for the purpose of personalizing their own advertising (legal basis: to make profit of available data); with Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe). We store the details of your order for two years after each order.

10. Your payment information. You provide us with the payment information when you make a payment. By payment information, we mean: bank account number (if you pay by bank transfer) or credit card number, expiration date, security code and billing postcode (if you pay by credit card), date and time, payment amount, PayPal email address or IBAN information. We process your payment information for the following purposes: facilitating the payment (contractual necessity), storing your payment information for future payments (consent); tracking transaction history, we keep it as a part of your order history in case it becomes necessary to reveal it to investigative authorities (legal obligation: Accounting Act and Code of Criminal Procedure), to profile you (see the separate section at the bottom of the document). We share your payment information with the payment processing party, i.e., your bank or PayPal or Apple Pay (processor) for the purpose of facilitating payment (contractual necessity); with CoolAccountants (processor) for the purpose of accounting, i.e., reviewing our financial records and keeping them in order

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(legal obligation: Accounting Act). We store your payment information until you close your account plus three months.

11. Your ratings of the orders. You provide us with the ratings of your orders. The rating consists of a voluntary contribution by you by giving the ranking score in the range of one to five stars. We use the ratings of your orders for the following purposes: recommendations personalization, we base the offers and suggestions we send you via email or list first in our app based on how you rated the vendors previously (legitimate interest: to make our service more useful to consumers); future recommendations for others, we use your ratings to choose offers and recommendations for other consumers (legitimate interest: to make our service more useful to consumers); feedback to our vendors, we use your ratings of past orders to prepare feedback to the vendors we cooperate with (legitimate interest: to sustain a good relationship with the vendors); to profile you (see the separate section at the bottom of the document). We share your order's ratings with the following entities: vendors (controller) to enable them to incorporate the feedback in assessing the user satisfaction with the product (legitimate interest: to sustain a good relationship with the vendors); we share ratings of your orders with Facebook (controller), for ad personalization (legitimate interest: to make a profit of available data) and Google, for ad personalization (legitimate interest: to make a profit of available data); Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe). We store your ratings of the orders for as long as the vendors you rated continue to operate on our platform.

12. Your complaints. When you contact our customer support service, you provide us with the details of your complaint(s). Complaints consist of the content of correspondence between you and our customer support department when you are unsatisfied with the provided service. We use the details of your complaint for the following purposes: to deliver your messages to the customer support department (contractual necessity); to answer your questions and handle your complaint (legitimate interest: to investigate and address user concerns and to monitor and improve our customer support responses and processes, making our service more satisfying to our users); to take required measures and protection against misuse of our services, when you submit a notice in relation to the presence of any content or product in our Services which you may consider as illegal (Legal obligation: Digital Services Act); tracking complaints history, we keep it as a part of your order history in case it becomes necessary to reveal it to investigative authorities (legal obligation: Code of Criminal Procedure, Digital Services Act) as well as for statistical reasons (Legitimate interest: monitor the quality of our service over the time, making it more satisfying to our users). We share the details of your complaint with Cloud711 (processor), for the purpose of data storage and backup, i.e., storing our IT operations on their servers (legitimate interest: lowering the cost of operation and keeping the data safe); vendors (controller) for feedback, so that they can know what were judged good and what suboptimal (legitimate interest: to sustain a good relationship with the vendors); we also share the content of your complaints with authorized legal authorities (police, prosecutors' office) if they file a request compliant with the valid law (Code of Criminal Procedure, Digital Services Act). We store your complaints for three years after you made them.

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13. Your geolocation. We automatically collect your precise geolocation from your device using GPS. We use your geolocation for the following purposes: delivery address suggestion, we suggest an address we believe you are at to streamline you making the order (consent); vendor suggestion, we suggest you ordering from vendors located close enough for our delivery persons to be able to bring you the order (contractual necessity); delivery, we track your location to see where exactly you find yourself, to facilitate the order delivery (legitimate interest: to increase efficiency and accuracy of our delivery persons); clients' location analytics, we use your geolocation to keep track how many of our clients are located in a given town, district, or street, to be able to have a sufficient number of delivery persons working that area (contractual necessity); anonymization, we anonymize information about your geolocation to strip it of any data that could link it to you, including by removing precise-location and information, to turn it into anonymous data which we use further for analytics and purposes we don't have to disclose (legitimate purpose: to derive value from data that is no longer personal); to profile you (see the separate section at the bottom of the document), to resolve issues related to deliveries or missing orders (legitimate interest: to improve the quality of our services). We share your geolocation with our delivery persons (processor) for the purpose of order delivery, to help them find you (contractual necessity); we share your geolocation with vendors close to you (controller), to facilitate their own marketing (legitimate interest: building the relationship with vendors); we share your geolocation with Facebook (controller), for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data) and Google (controller), for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data). We store your geolocation info until you delete your account, PLUS THREE MONTHS.

14. Your food interests. We automatically collect information about your food interests, i.e., what kind of food you search for. We use this information for the following purposes: recommendations personalization, we personalize the notifications you will get or the feed of our app so that the culinary proposals similar to what you have searched in the past appear higher or more often (legitimate interest: to make our service more satisfying to our users); internal marketing, to select advertisements of our own services that we believe will be interesting to you based on your search history (legitimate interest: to promote our services to our consumers, such as when we have new food offers); statistical purposes, to understand what type of food our customers are more interested in (legitimate interest: to promote our offers and services to our consumers, such as when we have to decide whether to include a new restaurant as an Orderoo partner); personalization of third-party advertising, we allow third-parties to show ads on our platform and we will use the details of your past search to personalize those ads by matching what is advertised to your food interests or interests of people who searched similar things (legitimate interest: to optimize the price of our services by subsidizing the cost with a revenue stream from third-party advertising); for profiling (see the separate section at the bottom of the document). We share the details of your food interests with the following entities: vendors close to you (controller), to facilitate their own marketing (legitimate interest: building the relationship with vendors); with vendors present on our platform (controller) for the purpose of direct marketing, i.e., verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data); we share your food interests with Facebook

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(controller) for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data); Instagram (controller) for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data). We store the details of your food interests for three years after each search. However, if you decide to delete your account, we erase your food search history within three months.

15. Your content preferences. We automatically collect information about your content preferences, i.e., what content you view and more precisely what you click on, such as ads and banners, as well as the time you spend interacting with such content. We use this information for the following purposes: recommendations personalization, we personalize the content and notifications you will get or the feed of our app so that content proposals similar to what you have clicked on in the past appear higher or more often (legitimate interest: to make our service more satisfying to our users); internal marketing, to select advertisements of our own services that we believe will be interesting to you based on your past content preferences (legitimate interest: to promote our services to our consumers); personalization of third-party advertising, we allow third-parties to show ads on our platform and we will use the details of your past content view to personalize those ads by matching what is advertised to your content interests or interests of people who interacted with similar contents (legitimate interest: to optimize the price of our services by subsidizing the cost with a revenue stream from third-party advertising); for profiling (see the separate section at the bottom of the document).

We share your content preferences with the following entities: vendors close to you (controller), to facilitate their own marketing (legitimate interest: building the relationship with vendors); we share your content preferences with Facebook (controller) for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third-party marketing (legitimate interest: to make a profit of available data); TikTok (controller) for the purpose of ad delivery, i.e. verifying the efficacy of their ads and sending you third party marketing (legitimate interest: to make profit of available data). We store the details of your content preferences for five years after each content interaction. However, if you decide to delete your account, we erase the history of your content preferences within six months.

16. Time spent by you using the Orderoo app, how much time you spend within our app from opening to the order. We automatically collect information about how much time you spend using the Orderoo app, from opening to order. We use information about how much time you spend using the Orderoo app for the following purposes: assessing how intuitive our app is (legitimate interest: to improve the intuitiveness of our app), combining how often you access the app with how much time you spend on the app and your order details to analyze trends of your purchase behavior, that is, if you access the application often but do not complete an order, we want to know whether our application can be improved (legitimate interest: to improve the design and usability of our app). We do not share the information about how much time you spend using the Orderoo app with anyone. We store this information until you close your account plus three months.

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17. Frequency of your using the Orderoo app. We automatically collect how often you use our app, that is, we collect the access time (a timestamp) each time you use the application. We use data about the frequency of using our app for the following purposes: analyzing the demand trends based on the access times (legitimate interest: to improve the functioning of our app), combining how often you access the app with how much time you spend on the app and your order details to analyze trends of your purchase behavior, that is, if you access the application often but do not complete an order, we want to know whether our application can be improved (legitimate interest: to improve the design and usability of our app). We do not share the information about how often you access our application with anyone. We store this information until you delete your account, plus three months.

18. The content of your correspondence with the delivery persons. You provide us with the content of correspondence with the delivery person when you use our app to communicate with them. We use the content of correspondence with the delivery person for the following purposes: to deliver your messages to the delivery persons (contractual necessity); to investigate claims of potential abuse, filed either by yourself or by the delivery person (legal obligation: Code of Criminal Procedure and the Digital Services Act); to assess the job performance by the delivery person, i.e., to see how responsive and helpful they are (legitimate interest: to monitor the contractors' performance). We share the content of your correspondence with the delivery persons with the respective delivery person (controller), for the purpose of facilitating communication (contractual necessity); we also share it with authorized legal authorities (police, prosecutors' office) if they file a request compliant with the valid law (Code of Criminal Procedure). We store the content of your correspondence with the delivery persons for six months after the last message is exchanged between the two of you.

19. Your IP address. We automatically collect your IP address, i.e., the unique identifying number, which also contains location information, assigned to the device from which you are accessing our Site and App. We use this information for the following purposes: to enable the provision of the website to the user's computer and app (legitimate interest: ensure the functionality of our website and app); to ensure the security of our information technology systems (legitimate interest: troubleshooting network errors and identifying intruders).

We share your IP with INTRUDER SYSTEM (processor) for the purpose of security support.

The IP address is stored only for 7 days after you used the app or visited our website, then the IP is deleted.

20. Your system language. We collect information about the language your system is using automatically from your device. We use the information about your system language for the following purposes: to choose the default language of the app interface (legitimate interest: to make the service easier to use for users). We share the information about the your system language is using with Facebook (controller), for the purpose of ad delivery, i.e. learning about the language you use by default and choosing ads accordingly (legitimate interest: to make profit of available data) and Google (controller), for the purpose of ad delivery, i.e. learning about the language you use by default and choosing ads accordingly (legitimate interest: to make profit of available data), Cloud711, for making backup of data (legitimate interest: keeping data secure).

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We store information about your system language until you delete your account, PLUS THREE MONTHS.

21. Your country of residence. You provide us with information about your country of residence when setting up the account. We use the information about your country of residence for the following purposes: to establish the law applicable to your contractual relationship with us (contractual necessity); to suggest the language in which you might want to be using the app (legitimate basis: making the app easier to use for the consumers). We share the information about your country of residence with the following parties: Facebook (controller), for the purpose of ad delivery, i.e. learning about your country of residence and choosing ads accordingly (legitimate interest: to make profit of available data) and Google (controller), for the purpose of ad delivery, i.e. about your country of residence and choosing ads accordingly (legitimate interest: to make profit of available data), Cloud711, for making backup of data (legitimate interest: keeping data secure). We store information about your system language until you delete your account, PLUS THREE MONTHS.

22. Recordings of calls you make to our customer service. We record the calls you make to our customer service automatically. We use the recordings of calls you make to our customer service for the following purposes: to resolve the issue you contacted us about, we act upon the information you gave us in order to help with the issue you bring to our attention (contractual necessity); to investigate claims of potential abuse, filed either by yourself or by the customer service employee (legal obligation: Code of Criminal Procedure and the Digital Services Act); to assess the job performance of our call center employees, i.e., to see how responsive and helpful they are (legitimate interest: to monitor the contractors' performance). We share the recordings of the calls you make to our call center with authorized legal authorities (police, prosecutors' office) if they file a request compliant with the valid law (Code of Criminal Procedure); we share the recordings with Cloud711 for the purpose of data backup (legitimate interest: to make data backup). We store the recordings for six months after you made the call.

23. Your device model. We automatically collect information about your device model, namely, what model of phone you are using (i.e., Android group or iOS). We use the information about your phone model for the following purposes: to offer the right kind of version of the app (contractual necessity: the application is accessible only from the phone, therefore the right version of the app must be matched with the corresponding type of operating system (which is inferred from the model of your phone)), to optimize the functionality of the application (legitimate interest: to improve user experience by ensuring compatibility, performance, and usability of our app), to fix bugs on the app (legitimate interest: to improve the user experience on the application). We do not share information about your phone model with anyone. We store this information until you delete your account with us, plus three months.

24. Information about your contacts from your phone's contact list. We automatically collect contact information from your phone's contact list after you have granted explicit permission

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(consent) to synchronize the contact list with the Orderoo app. We collect contact information limited to the phone number, email address, and contact name (as saved on your list). We use the information of your contacts (i.e., their phone number, email address, and contact name) for the following purposes: to enable you to invite friends on our app (legitimate interest: offer our service to a wider userbase based on invitations of the current users), to verify the use of Orderoo referral code when you have invited a friend to use our service (legitimate interest: to avoid fraudulent uses of referral promotions). We do not share your contact list's information with anyone. We store this information either until you withdraw the permission (consent), or until you delete your account with us, plus three months.

25. Your language preferences. You provide us the information about your language preferences when you choose the language for the app's interface. We collect your language preferences for the following purposes: to provide you with the version of the app most convenient for your language preferences (legitimate interest: to provide an efficient and intuitive service to the users), to analyze language preference trends among the users (legitimate interest: to prioritize work on certain languages based on the statistics). We do not share your language preferences with anyone. We store this information until you delete your account with us, plus three months.

26. Information about your dietary restrictions and food allergies. You can choose to provide us with information about your dietary restrictions and food allergies at any point of using the application. For dietary restrictions, we provide a list of the six most common options, where you can select as many as you wish to declare: vegan, vegetarian, halal, kosher, celiac and gluten-free, lactose-free. For food allergies, we provide a free text window where you can list your food allergies. After adding these details, we will ask you whether you consent for this information to be used for highlighting the potential allergens among the food ingredient descriptions and whether you consent for this information to be shared with the restaurants you order food from. We collect information about your dietary restrictions and food allergies for the following purposes: to provide you with more relevant search results (legitimate interest: to improve our service), to design search filters based on the most common dietary restrictions and food allergies (legitimate interest: to improve our service), to highlight potentially problematic ingredients (legitimate interest: to improve the customer experience on our app). The list of your dietary restrictions and food allergies will be shared with the vendors you choose to order from (processors) based on your explicit consent, so they can take these restrictions into account when completing your order. We store information on your submitted dietary restrictions and food allergies either until you withdraw your consent or until you delete your account with us, plus three months.

27. Error reports. We automatically collect information from the error reports that are created whenever you encounter technical issues with our application. An error report consists of the following information: a timestamp (the date and time the error occurred), an error description (a brief description of the issue automatically created by the system log), an error code or identifier (an error code or unique identifier associated with the specific error encountered), app version (the version of the app that the user was using when the error occurred), your device model (i.e., Android group or iOS), user ID (an identifier associated with the user's session or

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A COMPANY SIMILAR TO DELIVEROO/ DOORDASH /JUST EAT/ UBER EATS etc.

account). We collect information from your error reports for the following purposes: to provide you with a functioning app (contractual necessity: to provide you with the service), and to improve the workings of the application (legitimate interest: to further improve the functionalities of our app). We do not share the information we collect from your error reports with anyone. We store the information from the error reports for six months after each error.

ADDITIONAL SECTION: Profiling

We also engage in profiling. The goal of profiling is to find any statistical patterns that might become useful in optimizing any tasks and, for this reason, it is difficult to comprehensively specify in advance all possible data categories used for all possible purposes.

This said, we use the following categories of data for profiling you: domain name of your email address, your name and surname, your phone number (including the country code), your birthdate, your default delivery address, each address for delivery you order, details of your order (what you buy), the price you pay, your payment information, your ratings of the orders, your geolocation, food interests (what kind of food you search for), content preferences (what content you view and more precisely what you click on, such as ads and banners, as well as the time you spend in interacting with such a content).

We use profiling for the following purposes: recommendations, we choose what to recommend you based on what people similar to you like; price discrimination, we try to make the price correspond to your budget; own marketing, we will choose the ads of our own products to show you based on what people similar to you like; third party marketing, we sometimes display ads of third parties and will show you those that are interesting for people similar to you.