

Colours/meaning	<p>Correct answers included all the true positives (TP) and true negatives (TN). We distinguish five types of errors:</p> <p>(1) false negative (FN) when the answer is missing information present in the policy, (2) false positive (FP) when the answer includes information that is not relevant for answering the question but can be found in the policy, (3) summarisation (SUM) when the answer indicates that LLM has summarised information found in the policy, (4) inference (INF) when the answer indicated that LLMs engaged inferences based on the policy, which may or may not be correct, and (5) hallucinations (HAL) when the answer includes information that cannot be found in the text.</p> <p>Each answer was treated as one unit for counting the errors and one answer could include multiple errors.</p>				
Privacy Policy	Question	Llama2-7B answers	Answers from the privacy policy	Legal expert ex-post evaluation	Quantitative results (relevant portion of sentences as evaluation unit)
Deliveroo	Q1: What data does Deliveroo process about me?	<p>Deliveroo processes a variety of data about you, including:</p> <ul style="list-style-type: none"> * Your name and contact details (email address and phone number) * Details of any orders you 	<p>information about yourself including your name, contact details, delivery address, order details, loyalty scheme details where applicable, and payment information such as credit or debit card details. We will also</p>	<p>SUM Llama2 summarises the usage information provided in Deliveroo's policy missing important details. Compare the following</p> <p>Deliveroo: "We collect</p>	<p>FN FP SUM</p>

		<p>place with us, including payment information and delivery instructions</p> <p>* Information about how you use our app or website, such as the pages you visit and the actions you take on them</p> <p>* Information about your location, such as your IP address, GPS location, and Wi-Fi connection information</p>	<p>collect information from you when you contact our riders using the chat function on our Sites. We will also collect your date of birth to verify your age when you purchase age restricted items.</p> <p>We collect information about your use of the Sites and information about you from any messages you post to the Sites or when you contact us or provide us with feedback, including via email, post, phone or chat function. If you contact us by phone, we record and make notes about the call, including for training and service improvement purposes. If you make a complaint we may request a photograph of your order showing the problem, if it is something that can be seen by inspecting the items.</p> <p>-We collect information from your mobile device or computer, such as its operating system, the device and connection type and</p>	<p>information about your use of the Sites and information about you from any messages you post to the Sites or when you contact us or provide us with feedback, including via email, post, phone or chat function. If you contact us by phone, we record and make notes about the call, including for training and service improvement purposes. If you make a complaint we may request a photograph of your order showing the problem, if it is something that can be seen by inspecting the items.”</p> <p>Llama: “Information about how you use our app or website, such as the pages you visit and the actions you take on them”.</p> <p>FP Llama’s answers include information that is not explicitly given in the policy relating to the question of data processing.</p> <p>For example, in the following two sentences, Llama takes the liberty to add the detail</p>	
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			<p>the IP address from which you are accessing our Sites. We also collect technical information about your use of our services through a mobile device, for example, carrier, location data and performance data such as mobile payment methods, interaction with other retail technology such as use of NFC Tags, QR Codes and/or use of mobile vouchers. Unless you have elected to remain anonymous through your device and/or platform settings, we automatically collect and use this information if you use the service through your mobile device(s) via any Deliveroo mobile application, through your mobile's browser or otherwise.</p> <p>- We process health information about you only where you volunteer and consent to this, for example if you report any specific food allergies after placing an order.</p> <p>Where we need to collect information by law, or under the</p>	<p>emphasised in bold:</p> <p>“Your name and contact details (email address and phone number)”</p> <p>AND</p> <p>“Information from third parties, such as delivery partners, restaurants, and review websites.”</p> <p>FN</p> <p>Llama completely misses collection of technical and health related information.</p>	
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			<p>terms of a contract we have with you, and you fail to provide that information, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services).</p> <p>-We collect information: when you create an account with us or you change your account settings;</p> <p>-when you place an order with us and during the order process (including for payment and order delivery); through your interactions with us or our services, such as when you request information or to receive marketing, information about Deliveroo initiatives or other communications from us by email, phone, post, SMS, push notification, or via our chat function;</p> <p>when you participate in a competition, prize draw, promotion about our services, or our partners' services; and</p>		
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		<p>* Information from third parties, such as delivery partners, restaurants, and review websites.</p>	<p>when you browse or use our Sites (before and after you create an account with us).</p> <p>We also collect information from third party sites, such as advertising and social media platforms and our fraud detection provider. If you link your social media or your third-party accounts to us, we will keep a record of your social media handle, and the other information that is made available to us according to your social media account settings.</p> <p>-If your employer signs up for Deliveroo for Work, we receive your contact details from your employer to enable us to provide our services to you.</p>		
	Q2: For what purposes does Deliveroo use my email address?	Deliveroo uses your email address for a variety of purposes, including:	<p>- We update this privacy policy from time to time, so remember to check back in every so often, in case anything has changed and, where appropriate, we may notify you of the changes, for example by email or push notification.</p>	<p>FP</p> <p>Llama's answer includes information not found in the policy: "Personalizing your experience on our app or</p>	FN FP SUM

		<p>* Providing you with marketing communications about new features, promotions, and other news from Deliveroo.</p> <p>* Sending you important messages about your orders and account, such as order confirmations, cancellations, and changes to delivery times.</p>	<p>- Where you have given your consent or where we have a legitimate interest for doing so (and are permitted to do so by law) we will use your information to let you know about our other products and services, or Deliveroo initiatives that may be of interest to you and we may contact you to do so by email, post, phone, or push notification or in-app message.</p> <p>-Where we think you are using your Deliveroo account for business purposes and your company may be interested in our Deliveroo for Work service, where appropriate, we will contact you (by email or telephone) to let you know about this service. We do this as it's in our legitimate business interests.</p> <p>-We may still contact you through email where you have opted out of direct marketing with service communications, such as correspondence providing information about your order, service interruption and delivery safety.</p>	<p>website based on your preferences and previous interactions with us.”</p>	
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		<p>* Personalizing your experience on our app or website based on your preferences and previous interactions with us.</p>	<p>- contact you where necessary concerning our services, such as to resolve issues you may have with your order</p> <p>- contact you for your comments and feedback regarding our Sites and services or our partners' services and/or products;</p> <p>- notify you if there are any important changes or developments to the Sites or our services;</p>		
	Q3: Who does Deliveroo share my geolocation with?	<p>Deliveroo may share your geolocation data with the following parties:</p> <p>* Delivery partners, such as couriers and drivers, to facilitate delivery of your orders.</p> <p>* Restaurants and other food establishments to provide them with information about your location and preferences.</p> <p>* Third-party service providers, such as analytics and marketing firms, to help us improve our app or</p>	[Ambiguous=Not Specified]	<p>FP</p> <p>Incorrect, the policy does not specify with whom Deliveroo shares the user's data.</p>	FP

		<p>website and deliver targeted advertising to you. Please let me know if there is anything else I can assist you with.</p> <p><i>As an AI assistant, I have carefully read through the provided document and I am happy to provide you with the answers to the questions.</i></p>			
	Q4: What types of data are processed on the basis of consent, and for what purposes?	<p>According to the document, Deliveroo processes the following types of data on the basis of consent:</p> <ul style="list-style-type: none"> * Personal data (e.g. name, email address, phone number) for the purpose of creating an account and accessing services provided by Deliveroo. * Location data (e.g. GPS location, IP address) for the purpose of delivering food to the customer's location. * Payment data (e.g. credit card information) for the purpose of processing payments for orders made 	<p>-We process health information about you only where you volunteer and consent to this, for example if you report any specific food allergies after placing an order.</p> <p>- We also use your information: where we have your consent, for example where you report to us a food allergy or incident related to a delivery and you allow us to share this with our partners to help them investigate the issue for you, and to comply with any legal obligation or regulatory requirement to which we are subject.</p>	<p>FP</p> <p>Llama's answers misses the purpose of the question and lists data that is collected in general, not specifically based on consent. Similarly, the listed purposes are not linked to consent.</p> <p>Llama: "According to the document, Deliveroo processes the following types of data on the basis of consent:</p> <ul style="list-style-type: none"> * Personal data (e.g. name, email address, phone number) for the purpose of creating an account and accessing services provided by Deliveroo. 	FN FP

		<p>through Deliveroo.</p> <ul style="list-style-type: none"> * Order data (e.g. order details, menu items selected) for the purpose of fulfilling and managing orders. 		<ul style="list-style-type: none"> * Location data (e.g. GPS location, IP address) for the purpose of delivering food to the customer's location. * Payment data (e.g. credit card information) for the purpose of processing payments for orders made through Deliveroo. * Order data (e.g. order details, menu items selected) for the purpose of fulfilling and managing orders.” <p>FN</p> <p>Llama misses the following data categories and purposes based on consent as defined in Deliveroo’s policy.</p> <p>Deliveroo: “-We process health information about you only where you volunteer and consent to this, for example if you report any specific food allergies after placing an order.”</p> <p>AND</p> <p>“We also use your information: where we have your consent, for example where you report to us a food allergy or incident related to a delivery and you</p>	
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				allow us to share this with our partners to help them investigate the issue for you, and to comply with any legal obligation or regulatory requirement to which we are subject.”	
	Q5: What data does Deliveroo share with Facebook?	<p>Deliveroo shares the following data with Facebook:</p> <ul style="list-style-type: none"> * User data (e.g. name, email address, phone number) for the purpose of providing personalized experiences and advertising. * Order data (e.g. order details, menu items selected) for the purpose of providing analytics and insights to Deliveroo. 	<p>We also share your information with our Advertising Partners to: help us serve ads on users of our Sites based on your behaviour while on our Site and measure your interaction with those ads, and enable us to serve, and measure, our ads on their sites.</p> <p>For more details on how your information may be processed by our Advertising Partners, such as Meta, Google and Criteo please see their respective privacy policies, where you may also find details on how to exercise your data subject rights and option on how to manage your online advertising preferences with them.</p>	<p>FP</p> <p>Deliveroo’s policy is ambiguous regarding the specific data that is shared with Facebook. Therefore, Llama’s answer is a false positive. Note that the tone of the answer is assertive and does not indicate any doubts or uncertainty about the answer.</p>	FP
	Q6: Does Deliveroo share my data with insurers?	<p>According to the document, Deliveroo may share personal data with insurance providers in certain circumstances, such as:</p>	Not covered	<p>FP</p> <p>Deliveroo’s policy does not specify sharing data with insurers. It is unclear where Llama has taken the answer</p>	FP

		<ul style="list-style-type: none"> * To comply with legal or regulatory requirements. * To protect the safety and security of users. * For the purpose of investigating and managing claims related to accidents or other incidents involving Deliveroo riders or food delivery services. <p><i>Please let me know if you have any further questions, I'm here to help!</i></p>		from.	
	Q7: What categories of data does Deliveroo collect about me automatically?	<ul style="list-style-type: none"> * Personal Information: name, email address, phone number, and password (if creating an account). * Location Information: GPS location data from your device when using the app or website. * Order Information: details of orders placed through the app or website, including delivery address, order date, and payment information. * Usage Information: information about how you use the app or website, including browsing history, 	<p>We collect information from your mobile device or computer, such as its operating system, the device and connection type and the IP address from which you are accessing our Sites. We also collect technical information about your use of our services through a mobile device, for example, carrier, location data and performance data such as mobile payment methods, interaction with other retail technology such as use of NFC Tags, QR Codes and/or use of mobile vouchers. Unless you have elected to remain anonymous through your device and/or platform settings, we automatically collect and</p>	<p>The only section mentioning automated data collection is section 3 in paragraph 4.</p> <p>Llama's answer includes several errors. Majority of data collected automatically has been missed, and new data types added some based on irrelevant sections of the text, others are not linked to the original policy at all.</p>	FP FN INF HAL

		search queries, and in-app interactions (such as likes or dislikes).	use this information if you use the service through your mobile device(s) via any Deliveroo mobile application, through your mobile's browser or otherwise.		
	Q8: How can I contact Deliveroo if I want to exercise my rights?	To contact Deliveroo regarding your rights, you can reach out to their customer support team by emailing [support@deliveroo.com] (mailto:support@deliveroo.com) or calling +44 20 3811 7056 (UK).	To exercise any of these rights, please contact our Data Protection Officer in writing at dpo@deliveroo.com. If you have any queries or requests about this privacy policy or how we handle your information more generally, you can get in touch by contacting us at support@deliveroo.it.	Llama makes a reasonable inference that user's rights can be exercised by contacting the support team, but it misses the more accurate answer of contacting the DPO to a different email address. More alarmingly, Llama invents a random phone number for support (i.e., +44 20 3811 7056 (UK)), which is not mentioned in the policy.	HAL FN INF
	Q9: How long does Deliveroo keep my delivery address?	According to the document, Deliveroo keeps your delivery address for a maximum of 6 months after your last order. After this time, your delivery address will be deleted from their systems.	We will only retain your information for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. In the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you, we retain your information for a longer Period. When determining the appropriate	The policy does not specify how long delivery address is kept. General information about the various data retention periods is provided. However, none of it includes the period given in Llama's answer - i.e., "maximum of 6 months after your last order".	HAL

			<p>retention periods, we take into account factors including:</p> <ul style="list-style-type: none"> our contractual obligations and rights in relation to the information involved; legal obligation(s) under applicable law to retain information for a certain period of time; statute of limitations under applicable law(s); our legitimate interests for retaining the information (please see “Use of Your Information” section); whether there is an actual or potential dispute; and guidelines issued by relevant data protection authorities. <p>Otherwise, we securely erase your information where we no longer require it for the purposes we collected it for.</p>		
Doordash	Q1: What data does DoorDash process about me?	According to the document, DoorDash processes the following data about users:	<p>When you use our Services, we may collect personal information about you. The types of categories or personal information that we may collect about you include:</p> <ul style="list-style-type: none"> a. Information You Provide to Us Directly <p>You may provide your personal information to us when you use our</p>	<p>FN</p> <p>Llama’s answers include several correct data categories, but it misses essential information. See the following examples missed from the Doordash policy:</p> <p>“Personal Identifiers and</p>	FN INF SUM

		<p>* Name and email address</p> <p>* Order history and food preferences</p>	<p>Services, including when you register with DoorDash, search within or place orders through our Services, contact us with inquiries, engage with our chatbot or other similar technology on the platforms or Services, respond to surveys, or otherwise access or use our Services. This information may include:</p> <ul style="list-style-type: none"> • Personal Identifiers and records information – We may collect and process information such as name, alias, email address, postal or delivery address, account name, phone number, signature, date of birth, or other similar identifiers. • Biometric Information – We may process facial recognition, voiceprint, or other similar data that may be considered biometric data. • Transactional/Commercial Information – When you place an order through our Services, we collect information related to that order. This may include information such as items purchased, special instructions, date and time of order, subtotal, photos that you provide to DoorDash, or other purchasing or consuming histories or tendencies. • Financial Account or Payment Information – Payment information collected such as bank name, 	<p>records information – We may collect and process information such as name, alias, email address, postal or delivery address, account name, phone number, signature, date of birth, or other similar identifiers.”</p> <p>AND</p> <p>“Transactional/Commercial Information – When you place an order through our Services, we collect information related to that order. This may include information such as items purchased, special instructions, date and time of order, subtotal, photos that you provide to DoorDash, or other purchasing or consuming histories or tendencies.”</p> <p>[...]</p> <p>INF</p> <p>Llama’s answer also includes an incorrect inference from Doordash’s policy’s “the last four digits of your card” to</p>	
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		<p>* Payment information (including credit card numbers and expiration dates)</p>	<p>payment method, or other financial information. We use a payment processor that collects your payment information and processes payments made on or through the Services. We obtain limited information about your payment card from our payment processor, such as the last four digits of your card and the expiration date.</p> <ul style="list-style-type: none"> • Survey Response Data – We conduct survey research among participating Users to learn more about Users to improve and enhance our Services and in connection with surveys, we may collect various information including, without limitation, information pertaining to consumer activity, usage of the Services, health and medical information, race/ethnicity information, sex life/sexual orientation, family relationships, etc. • Identification Documentation – We may collect identification documentation (e.g., drivers' license, Federal or state identification card, passport, etc.) in certain limited scenarios (e.g., to verify identity and age when delivering an age-restricted 	<p>Llama's "including credit card numbers". This representation is misleading as it refers to substantially different amount of information.</p> <p>SUM</p> <p>Doordash's "We may also collect route information and delivery pick-up or drop-off information" is summarised by Llama as "location data" and "GPS coordinates".</p>	
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			<p>product, good, and/or other item).</p> <ul style="list-style-type: none"> • Access Credential Information – In connection with your User account, we will process username, password, unique User identification number, etc. • Loyalty Account Information – In connection with your use of our Services, we may process loyalty account information for your participation in certain loyalty programs for Merchants. • Sensory information - images, photos, and/or videos that you upload or submit to us in connection with the Services (e.g., a profile photo, a video(s) of your DoorDash experience, etc.). • Employment and professional information - if you are using our Services for orders to be delivered to your place of employment or on behalf of your employer, we may collect employment or professional related information from or about you • Sensitive Data or Sensitive Personal Information – as these terms are defined under applicable data protection and privacy laws, 		
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		<p>* Other personally identifiable information (such as user-generated content and feedback)</p>	<p>including precise geolocation (see below for further information); a social security, driver's license, state identification card, or passport number; racial or ethnic origin; religious beliefs; mental or physical health diagnosis; sex life or sexual orientation; or citizenship; etc.</p> <p>b. Information Received From You as Part of Your Communications When you use our Services, complete electronic forms, communicate with Dashers or contact us, by online chat, email, phone or text, we may automatically collect and store certain information about you and the activity you engaged in, for example: your name and contact information; your order details; information that you voluntarily provide to us; the nature and content of your communication; the purpose of the interaction; and the action we took in response to your inquiry or request.</p> <p>c. Information Collected Automatically [...] This information may include: Technical Information – We collect technical information associated with</p>		
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		<p>* Device information (including browser type and operating system)</p> <p>* Location data (including GPS coordinates and IP addresses)</p>	<p>your activity on our platforms and/or Services and may include information related to your browser and operating system, IP address (the Internet address of your computer), unique device identifiers, personal and online identifiers, and other information such as your device type and version of the app that is in use.</p> <p>Usage Information – This may include the webpage that you were visiting before accessing our platforms and Services, the pages or features of our platforms and Services that you browsed to inform us which part of our platform and Services you visit and how much time you spend there.</p> <p>Platform Preferences – We collect information about your preferences to make your use of the platforms and Services more productive.</p> <p>d. Location Information When you use the Services, we may collect and store general location information (such as IP address). We may also collect route information and delivery pick-up or drop-off information. If you permit the Services to access location services</p>		
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			<p>through the permission system used by your mobile operating system or browser, we may also collect and store the precise location of your device when our apps are running in the foreground or background of your device. This information may be used to help you select your delivery address, to provide more accurate deliveries of your orders, to provide recommendations on Merchants to you based upon your location, and to enhance your user experience and improve the services. You can choose whether to enable the location tracking feature through the settings on your device or when prompted by our mobile apps. If you choose to disable the location feature this may impact some of your use of our Services (e.g., the Dasher will not receive precise location information from your device, which may compromise the accuracy of deliveries in some situations).</p> <p>e. Information Related to a Referral Program or Gift [...] If you are setting up and sending a Gift or a Referral, we will process information related to you and the recipient. This information will include, but is not limited to, names of both the sender and the</p>		
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			<p>document recipient, contact information for the recipient, information related to the Gift or Referral (e.g., what was sent, was the gift redeemed, what activity has the recipient taken towards completing the activities associated with the referral, the content of any messages included, etc.). For any personal information that you provide about a recipient of a Gift or Referral, by submitting the information to us you certify that you have the consent and approval of the recipient for you and DoorDash to process their personal information for the purposes for which you disclosed it to us (and, as applicable, for the sending of messages (e.g., email, etc.) to the recipient). As a user, if someone sends you a Gift, we will process your information in connection with setting up and delivering the Gift, tracking the Gift for our Gifting program and for other purposes as set forth in this Policy.</p> <p>f. Information Collected from Your Social Media Accounts</p> <p>You may choose to enable or log in to our Services via various online services, including social networking services like Facebook and Google. Our Services also may enable you to access social networking services</p>		
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			<p>such as Facebook, Twitter, or Instagram (“Social Network(s)”) directly or indirectly through our Services.</p> <p>When you link a Social Network account to our platforms or Services or log into our platforms or Services using your Social Network account, we may collect relevant personal information to enable our platforms or Services to access that Social Network and your information contained within that Social Network. Any sharing of personal information from or by your Social Network to us is subject to the applicable privacy policy for, and the applicable privacy notices from, the Social Network and, as applicable, any consent or approval that you have provided to the Social Network.</p> <p>g. Information Collected about Users from Market Enrichment Partners We may license, rent, or otherwise acquire certain demographic information that is about or associated with you that we use to gain a better understanding of you and your consumer habits so that we can improve and enhance our Services and marketing and advertising campaigns.</p>		
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			<p>h. Information Collected from Advertising Partners and Analytics Providers. In connection with certain marketing and advertising campaigns, we may collect and process certain information from our advertising providers and analytics providers that is connected or associated with you and linked or connected to your interaction with our campaigns.</p> <p>i. Information Collected from Business Partners We may collect personal information from business partners in connection with co-branded product offerings.</p> <p>j. Information Collected from Payment Providers We may collect or receive limited personal information from payment providers in connection with our processing of transactions or orders in connection with our Services.</p>		
	Q2: For what purposes does	DoorDash uses users' email addresses for the following	a. Information You Provide to Us Directly	FN	FN FP

	DoorDash use my email address?	<p>purposes :</p> <p>* To facilitate user engagement and feedback (e.g., through surveys or polls)</p>	<p>You may provide your personal information to us when you use our Services, including when you register with DoorDash, search within or place orders through our Services, contact us with inquiries, engage with our chatbot or other similar technology on the platforms or Services, respond to surveys, or otherwise access or use our Services.</p> <p>ii. Use of Your Personal Information</p> <p>We may use the information we collect about you for various purposes as described below.</p> <p>b. To Maintain and Improve the Platforms and Services</p> <p>We use your information for our everyday business operations such as auditing, administration of the Services and business activities, fulfillment, analytics, debugging to identify and repair errors that impair existing intended functionality, conducting internal research for technological development and demonstration, and undertaking activities to verify or maintain the quality or safety of</p>	<p>Email might be reasonably used for the following purposes based on the DoorDash policy: “register with DoorDash, search within or place orders through our Services, contact us with inquiries, engage with our chatbot or other similar technology on the platforms or Services, respond to surveys, or otherwise access or use our Services”. Llama’s answer mentions only “surveys” from this list.</p> <p>INF</p> <p>The DoorDash policy itself does not explicitly link email with specific purposes. Therefore, all the other purposes listed should be treated as inferences.</p> <p>FP</p> <p>With the exception of the mention of “polls” and “For other marketing purposes, such as tailoring content based on user preferences”, which are not listed in the Doordash policy.</p>	INF HAL
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		<p>* To provide account alerts and notifications (e.g., order status updates)</p> <p>* To send promotional emails, including newsletters and special offers</p> <p>* For other marketing purposes, such as tailoring content based on user</p>	<p>our Platforms and Services. Your information may also be used to improve the content and/or functionality of the Services. We may use your information to help us enhance offerings for DoorDash and our Merchants. [...]</p> <p>c. To Communicate with You</p> <p>We use your information to communicate with you. For example, we may send you text messages or other notifications about the status of your orders and deliveries. We may also contact you with promotional offerings or other communications that may be of interest to you. In the event you contact us, we use certain information to respond to your questions and assist you with any issues that may arise in your use of the Services. [...]</p> <p>e. To Maintain Legal and Regulatory Compliance</p> <p>Our Services are subject to certain laws and regulations which may require us to process your personal information. For example, we process your personal information to pay our taxes, to fulfill our</p>		
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		<p>preferences</p>	<p>business obligations or as necessary to manage risk as required under applicable law.</p> <p>f. To Enforce Compliance with Our Agreements and Policies</p> <p>When you access or use our Services, you are bound to our Terms and Conditions (if you are a User), and this Policy. To ensure you comply with them, we process your personal information by actively monitoring, investigating, preventing and mitigating any alleged or actual prohibited, illicit or illegal activities on our Services. We also process your personal information to: investigate, prevent or mitigate violations of our internal terms, agreements or policies; enforce our agreements with third parties and business partners.</p> <p>g. To Protect You, Others, and Our Business</p> <p>We use your information to protect you, others, and our business, including, without limitation, using information for fraud prevention, for enforcement of our Terms and Conditions, to comply with the</p>		
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			law, and to protect against security risks.		
	Q3: Who does DoorDash share my geolocation with?	<p>DoorDash shares users' geolocation data with the following parties:</p> <ul style="list-style-type: none"> * Third-party delivery partners (e.g., drivers and couriers) * Restaurant partners for delivery (to enable pickup and delivery orders) * Marketing and advertising partners (for targeted promotions and offers) * Service providers (e.g., data analytics and fraud prevention companies) 	<p>b. Dashers, Merchants or Other Users</p> <p>To help provide you with our delivery services we provide your information, including limited personal information (e.g., first and last names, address, phone number (however, your phone number is masked to protect your privacy)) and order details, to the Dashers who complete your requested deliveries. Similarly, we provide information to Merchants to facilitate deliveries, which will include your order information for the Merchant and, depending upon the delivery service (e.g., delivery by a Dasher or delivery by the Merchant), some amount of personal information (e.g., first and last name or first name and last initial, address, phone number, etc.). We may also share information that you provide to DoorDash with Merchants as part of a Merchant Loyalty Program when you connect your DoorDash account with the applicable Merchant program.</p> <p>This [location] information may be used to help you select your delivery</p>	<p>Llama correctly identifies delivery partners (“Dashers” in the policy) and restaurant partners (“Merchants” in the policy). However, the additional “marketing and advertising partners” and “service providers” are not based on the policy’s text.</p> <p>FP NB!</p> <p>Llama also includes a disclaimer about not sharing the data “in the event of a merger, acquisition, or sale of assets.” It is in direct contradiction to what the policy states “We may disclose your personal information to third parties in order to participate in, or be the subject of, any sale, merger, acquisition, restructure, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in</p>	FP FN HAL

		<p>It's worth noting that DoorDash may also share users' personal information with third parties in the event of a merger, acquisition, or sale of assets.</p>	<p>address, to provide more accurate deliveries of your orders, to provide recommendations on Merchants to you based upon your location, and to enhance your user experience and improve the services. You can choose whether to enable the location tracking feature through the settings on your device or when prompted by our mobile apps. If you choose to disable the location feature this may impact some of your use of our Services (e.g., the Dasher will not receive precise location information from your device, which may compromise the accuracy of deliveries in some situations).</p> <p>We may disclose your personal information to third parties in order to participate in, or be the subject of, any sale, merger, acquisition, restructure, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings) or other similar transaction(s), in which case we may disclose your personal information to prospective buyers, sellers, advisers or partners and your data may be a transferred asset in</p>	<p>connection with any bankruptcy or similar proceedings) or other similar transaction(s), in which case we may disclose your personal information to prospective buyers, sellers, [...]"</p>	
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			a business sale.		
	Q4: What types of data are processed on the basis of consent, and for what purposes?	<p>According to the document, DoorDash processes data on the basis of consent for the following purposes:</p> <ul style="list-style-type: none"> * To provide and personalize features, content, and services * To improve the quality and relevance of their services * To send notifications, alerts, or messages * To provide customer support and troubleshoot issues * To conduct research and analysis to improve DoorDash's products and services * To comply with legal obligations and protect against fraudulent activity 	<p>Sensitive Data or Sensitive Personal Information – as these terms are defined under applicable data protection and privacy laws, including precise geolocation (see below for further information); a social security, driver's license, state identification card, or passport number; racial or ethnic origin; religious beliefs; mental or physical health diagnosis; sex life or sexual orientation; or citizenship; etc. We do not use or disclose your sensitive data or sensitive personal information for purposes other than to perform the services reasonably expected by an average consumer, for security and legal reasons, with your consent, and/or for other purposes permitted by applicable law.</p> <p>i. For Our Business Purposes We may use your information for any other purpose disclosed to you at the time we collect the information, or otherwise with your consent.</p> <p>i. With Your Consent or at Your Direction or Instruction We also may provide your</p>	<p>Llama fails to specify what data is processed based on consent and only lists the purposes for processing.</p> <p>Regarding the purposes, the only correct match is “to comply with legal obligations”. All the other purposes listed by Llama are not related to data which is collected on the basis of consent.</p> <p>Doordash policy is vague about the purposes listing the following: “We do not use or disclose your sensitive data or sensitive personal information for purposes other than to perform the services reasonably expected by an average consumer, for security and legal reasons, with your consent, and/or for other purposes permitted by applicable law.”</p>	FN FP

			information to third parties with your consent or at your direction.		
	Q5: What data does DoorDash share with Facebook?	<p>According to the document, DoorDash shares data with Facebook for the following purposes:</p> <ul style="list-style-type: none"> * To provide targeted advertising to users based on their interests and behaviors * To measure the effectiveness of ads and improve ad targeting * To provide analytics and insights about users' preferences and behavior * To allow DoorDash to use Facebook's authentication services 	<p>f. Information Collected from Your Social Media Accounts [...] You may choose to enable or log in to our Services via various online services, including social networking services like Facebook and Google. Our Services also may enable you to access social networking services such as Facebook, Twitter, or Instagram (“Social Network(s)”) directly or indirectly through our Services.</p> <p>d. Social Networks In connection with linking or connecting your User account(s) with our Services to your Social Network, we may share certain of your information with the operator of that Social Network to facilitate your use of that Social Network and for other purposes or uses described in the Social Network’s privacy policy. Additionally, a Social Network may collect personal information and</p>	<p>FP</p> <p>Llama misses the focus of the question and rather than providing a list of data shared with Facebook, it lists the purposes for data sharing.</p> <p>Llama: “According to the document, DoorDash shares data with Facebook for the following purposes: * To provide targeted advertising to users based on their interests and behaviors * To measure the effectiveness of ads and improve ad targeting * To provide analytics and insights about users' preferences and behavior * To allow DoorDash to use Facebook's authentication services”</p>	FP

			information about your use of our platforms or Services automatically. The manner in which a Social Network collects, uses, stores, and discloses your information is governed by the policies of such third parties and DoorDash shall have no liability or responsibility for the privacy practices or other actions of any Social Network that may be enabled within our Services.		
	Q6: Does DoorDash share my data with insurers?	<p>According to the document, DoorDash does not share personal data with insurers.</p> <p>However, they may share non-personal data, such as order history and delivery details, with insurance companies for certain purposes, including:</p> <ul style="list-style-type: none"> * To investigate and resolve any claims or disputes related to orders or deliveries * To comply with legal obligations or regulatory requirements <p>It's important to note that DoorDash may also share personal data with third-party service providers and</p>	-	<p>The privacy policy does not mention insurance companies. The first part of Llama's answer is therefore correct: "According to the document, DoorDash does not share personal data with insurers."</p> <p>However, the answer goes on to add information that is not based on DoorDash's policy. Consider the second part of Llama's answer:</p> <p>"However, they may share non-personal data, such as order history and delivery details, with insurance companies for certain purposes, including:</p>	FP

		partners for the purpose of providing their services, such as payment processing, logistics, and marketing.		<p>* To investigate and resolve any claims or disputes related to orders or deliveries</p> <p>* To comply with legal obligations or regulatory requirements</p> <p>It's important to note that DoorDash may also share personal data with third-party service providers and partners for the purpose of providing their services, such as payment processing, logistics, and marketing.”</p>	
	Q7: What categories of data does DoorDash collect about me automatically?	Doordash collects the following categories of data about you automatically:	<p>c.Information Collected Automatically</p> <p>We also may collect and store certain information about you and your device(s) automatically when you access or use our platforms and Services, including, without limitation, on our websites and engaging with our online chat functionality. This collection may include the use of, among other technology, cookies and similar technologies as described in Section 3 (Cookies and Similar Technologies) of this Policy. This information may include:</p> <p>Technical Information – We collect technical information associated with</p>	<p>FN</p> <p>Llama reports a selection of data collected automatically while missing essential information. For example, technical information (IP address, personal identifiers, device type), platform preferences, customer support communications.</p> <p>INF</p> <p>Llama makes inferences about data categories. Compare the following excerpts.</p> <p>DoorDash: “contact</p>	<p>FN</p> <p>FP</p> <p>INF</p>

		<p>* Device Data: information about the device you use to access the Doordash platform, including browser type, operating system, and mobile network information.</p> <p>* Usage Data: details about how you interact with the Doordash platform, including pages viewed, searches conducted, and items ordered or searched for.</p>	<p>your activity on our platforms and/or Services and may include information related to your browser and operating system, IP address (the Internet address of your computer), unique device identifiers, personal and online identifiers, and other information such as your device type and version of the app that is in use.</p> <p>Usage Information – This may include the webpage that you were visiting before accessing our platforms and Services, the pages or features of our platforms and Services that you browsed to inform us which part of our platform and Services you visit and how much time you spend there.</p> <p>Platform Preferences – We collect information about your preferences to make your use of the platforms and Services more productive.</p> <p>b. Information Received From You as Part of Your Communications When you use our Services, complete electronic forms, communicate with Dashers or</p>	<p>information” vs Llama: “email address, phone numbers”.</p> <p>FP</p> <p>Llama also adds data that is not mentioned in the policy. Consider the following additions:</p> <p>“Feedback Data: feedback you provide to Doordash about your experiences with the platform, including ratings and reviews.”</p> <p>AND</p> <p>“Location Data: GPS location, IP address, and device information.”</p>	
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		<p>* Personal Information: name, email address, phone number, and payment information.</p> <p>* Location Data: GPS location, IP address, and device information.</p> <p>* Order Data: details about your orders, including order date, time, and location; restaurant name and address; order items and their status; and payment method.</p> <p>* Feedback Data: feedback you provide to Doordash about your experiences with the platform, including ratings and reviews.</p>	<p>contact us, by online chat, email, phone or text, we may automatically collect and store certain information about you and the activity you engaged in, for example: your name and contact information; your order details; information that you voluntarily provide to us; the nature and content of your communication; the purpose of the interaction; and the action we took in response to your inquiry or request.</p>		
	Q8: How can I contact DoorDash if I want to exercise my rights?	<p>Doordash provides the following contact information if you want to exercise your rights:</p> <p>If you want to exercise your rights under the California Consumer Privacy Act (CCPA),</p>	<p>12. Contact Us.</p> <p>If you have any questions or concerns relating to this Policy or our privacy practices, please contact us at privacy@doordash.com (mailto:privacy@doordash.com) or:</p>	<p>Llama's answer includes incorrect information both for the email and postal addresses. Compare the following answers taken from Doordash policy and Llama's answer:</p>	HAL FN

		<p>you can reach out to Doordash's dedicated CCPA team by emailing CCPA@doordash.com or writing to us at:</p> <p>DoorDash, Inc. Attention: CCPA Team 2350 Harrison St., Suite 400 San Francisco, CA 94111-3299 Doordash will respond to your request within 30 days of receiving it.</p>	<p>DoorDash, Inc. Attn: Legal 303 2nd St, Suite 800 San Francisco, CA 94107 Help Form: https://help.doordash.com/consumers/s/contactsupport</p>	<p>Doordash: “If you have any questions or concerns relating to this Policy or our privacy practices, please contact us at privacy@doordash.com (mailto:privacy@doordash.com) or: DoorDash, Inc. Attn: Legal 303 2nd St, Suite 800 San Francisco, CA 94107 Help Form: https://help.doordash.com/consumers/s/contactsupport”</p> <p>Llama: “Doordash provides the following contact information if you want to exercise your rights: If you want to exercise your rights under the California Consumer Privacy Act (CCPA), you can reach out to Doordash's dedicated CCPA team by emailing CCPA@doordash.com or writing to us at: DoorDash, Inc. Attention: CCPA Team 2350 Harrison St., Suite 400 San Francisco, CA 94111-3299 Doordash will respond to your request within 30 days of</p>	
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				receiving it.”	
	Q9: How long does DoorDash keep my delivery address?	Doordash keeps your delivery address for 18 months after the last time you use it. After this period, Doordash deletes your delivery address.	<p><i>[no specific information about retention period of delivery address in the policy]</i></p> <p>5. Data Retention.</p> <p>Our retention of your personal information may vary based upon the nature of our relationship with you (e.g., User, Non-Dasher Independent Contractor, etc.) or, as applicable, the company or business with whom you are employed, associated, or connected (e.g., in the case of Merchant Personnel and Service Provider Personnel, etc.) and based upon several factors, including without limitation, the following:</p> <ul style="list-style-type: none"> • The length of time necessary to fulfill the purpose(s) for which we collected the personal information; • When your relationship with us ceases or terminates or when the company or business that you are affiliated, associated, or connected with, ceases to maintain a business relationship with us; • The length of time it is reasonable to keep records to demonstrate that we have fulfilled our business and 	<p>Llama’s answer is not based on the policy’s text. Compare the following answers.</p> <p>Doordhash: “Our retention of your personal information may vary based upon the nature of our relationship with you (e.g., User, Non-Dasher Independent Contractor, etc.) or, as applicable, the company or business with whom you are employed, associated, or connected (e.g., in the case of Merchant Personnel and Service Provider Personnel, etc.) and based upon several factors, including without limitation, the following:</p> <ul style="list-style-type: none"> • The length of time necessary to fulfill the purpose(s) for which we collected the personal information; • When your relationship with us ceases or terminates or when the company or business that you are affiliated, associated, or connected with, ceases to maintain a business relationship with us; • The length of time it is 	HAL FN

			<p>legal duties and obligations and contractual commitments (as applicable);</p> <ul style="list-style-type: none"> • Any limitation periods within which claims can be made; • Any retention periods prescribed by law or recommended by regulators, professional bodies, or associations; and • The existence of any relevant legal proceedings. 	<p>reasonable to keep records to demonstrate that we have fulfilled our business and legal duties and obligations and contractual commitments (as applicable);</p> <ul style="list-style-type: none"> • Any limitation periods within which claims can be made; • Any retention periods prescribed by law or recommended by regulators, professional bodies, or associations; and • The existence of any relevant legal proceedings.” <p>VS</p> <p>Llama: “Doordash keeps your delivery address for 18 months after the last time you use it. After this period, Doordash deletes your delivery address.”</p>	
JustEat	Q1: What data does JustEat process about me?	JustEat processes the following data about you:	<p>What personal data we process and why</p> <p>Personal data, in this Statement also referred to as “your data”, means any</p>	<p>General observation: Llama’s answer to this question is very succinct as compared to the information provided in the policy.</p>	FN INF

		<p>information or set of information from which we are able, directly or indirectly, to personally identify you, in particular by reference to an identifier, e.g. name and surname, email address, phone number, etc. It does not include data where the identity has been removed (anonymous data).</p> <p>Whenever you interact with JET via our Services we collect and process your personal data. JET may process your personal data for the following purposes:</p> <p>1. Ordering process [...]</p> <p>We may process the following personal data in the ordering process:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data • Order and transaction data • Payment data <p>As part of our Services we may sell products that may reveal sensitive personal data, such as health-related information (allergies or dietary requirements), information about your religion (such as if you only eat halal food), information about your medical condition (e.g. drugs, medicines, medical devices, medicated creams, food supplements or</p>	<p>FN</p> <p>Llama misses numerous essential data categories collected by JustEat, for example, name, device data, comments, feedback, reviews, IP address, browser information.</p> <p>INF</p> <p>While JustEat policy refers to “contact data”, Llama answer only highlights the “phone number”. Further inferences are made about the payment details (i.e., “credit card information” not mentioned in the policy) and food preferences (i.e., “vegetarian, gluten-free” not mentioned in the policy).</p>	
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			<p>herbal/homoeopathic products) or about your sexual orientation via our Partners. [...]</p> <p>To comply with our legal obligations as may be imposed by the applicable laws we may implement verification procedures governing the sale and delivery of these products including your age and identity verification. For this purpose we may ask you to present a valid, government issued identification document [...].</p> <p>2.W.Partner & courier reviews</p> <p>After your order, you may be asked to provide a review with the Partner or courier and we may offer you the opportunity to submit a review of Partners and/or couriers. Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law.</p> <p>JET processes the personal data you provide when submitting a review. You can withdraw your consent by contacting us. We may process the following personal data when you post a Partner and/or courier review:</p> <ul style="list-style-type: none"> • Name • Contact data • Review <p>When your review is published, the</p>		
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			<p>review, and your first name, may be made available to couriers, Partners and/or the public.</p> <p>3.Customer Services and Support</p> <p>When you contact our customer services support, we will use the personal data you provide to answer your question or handle your complaint. We may collect personal data under call recordings to provide customer support, including to investigate and address user concerns and to monitor and improve our customer support responses and processes.</p> <p>We may also collect your personal data if you submit us a notice in relation to presence of any suspected item in our Services which you may consider as “illegal content” as defined in the EU Regulation W]WW/W]^_ of the European Parliament and of the Council (“Digital Services Act”) and also to provide you with an access to internal complaint handling system and/or to take required suspension measures and protection against misuse of our Services as required by the Digital Services Act .</p> <p>[...] We may process the following personal data for customer service</p>		
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			<p>purposes:</p> <ul style="list-style-type: none"> • Name • Address data (if applicable) • Contact data • Order and transaction data • Payment data (if applicable) • Comments (if applicable) • Content of correspondences between you and customer services department • Any other content that may be required for compliance with the Digital Services Act <p>4. Customer Accounts</p> <p>If you interact with our Services you are given the opportunity to create an account with us either via our platforms or via using third-party social login portals (e.g. Apple, Google, Facebook Connect or other platforms) where privacy statement of the relevant third-party will also be applicable to you in addition to this Statement. [...]</p> <p>We may process the following personal data for customer account purposes:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data • Credentials (applicable for Just Eat for Business) 		
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			<p>5. Loyalty programs (in applicable markets)</p> <p>JET has several loyalty programs to provide you with offers and discounts. When you make use of one of our loyalty programs, we process your personal data to provide you with the discounts or offers as set out in the respective loyalty program. Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law. One of our loyalty programs is the loyalty shop, where you may claim offers from external partners. Some of the loyalty shop partners require your personal data for shipping purposes. We may process the following personal data processed for the loyalty shop and shipping of your order:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data <p>6. Customer research</p> <p>To make sure that our Services are aligned with your preferences and to improve our Services and platforms, JET may approach you to conduct customer research; such as but not</p>		
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			<p>limited to, surveys. We only send you these types of communications with your prior consent unless this is not necessary according to the applicable law. Participation in the customer satisfaction surveys is completely voluntary. If you do not wish to receive these surveys you can unsubscribe from them in the messages itself. We may process the following personal data for research purposes:</p> <ul style="list-style-type: none"> • Name • Contact data • Order and transaction data • Research input <p>7.Marketing</p> <p>We also process your personal data to be able to send you (personalised) marketing communications and notifications to administer, support, improve and develop our Services.</p> <p>[...]</p> <p>]We may process the following personal data for marketing purposes:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data • Order and transaction data • Review(s) (optional) • Campaign data (optional) • DeviceID 		
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			<ul style="list-style-type: none"> • Cookie and Technology data <p>[...]</p> <p>8.Cookies [...]</p> <p>9.Fraud prevention [...] We may process following personal data for fraud prevention purposes:</p> <ul style="list-style-type: none"> • Name • Order and transaction data • Payment data • Device information • IP address • Browser information <p>10.Analytics [...]</p> <p>11. Campaigns [...] We may process the following personal data for campaigning purposes:</p> <ul style="list-style-type: none"> • Name • Contact data • Order and transaction data (optional) • Campaign data (optional) <p>12. JET for Business [...] The following personal data may be processed in connection with JET for Business:</p>		
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			<ul style="list-style-type: none"> • Name • Address data • Employment data (job role, department, contractual hours) • Contact data • Allowance data • Order and transaction data • JET for Business card information • Payment data <p>[...]</p> <p>Personal data that we collect automatically: [...], we may automatically collect technical data about your equipment, browsing activities and patterns. We use this personal data by using cookies, server logs and other similar technologies. These self-learning algorithms generate content that they use to personalise your user experience, selecting in particular those items that you are interested in, as well as to support the overall optimisation of our Services. For our cookie policy, please refer above (Cookies) for more information. We may allow you to use social media sites to create your account or link your account to the relevant social media site. These social media sites may provide us with automatic access to certain personal data they hold about you</p>		
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			(e.g. content viewed by you, content liked by you, and information regarding the advertisements you have been shown or may have clicked on).		
	Q2: For what purposes does JustEat use my email address?	<p>JustEat uses your email address for the following purposes:</p> <p>* To send you order confirmations and updates</p>	<p>This personal data is necessary to execute your order, confirm your order, and to assess your order, payment, and a possible refund. Your information (such as the items you add to your basket) allow us to process your order and send you an accurate bill. It also helps us and any Partner you order with contact you where necessary. Some Partners on our platform use our third party delivery companies which may use your information to provide you with status updates on the delivery of your order. [...]Contact data</p> <p>When you contact our customer services support, we will use the personal data you provide to answer your question or handle your complaint. We may collect personal data under call recordings to provide customer support, including to investigate and address user concerns and to monitor and improve our customer support responses and</p>	<p>Note that while email is not explicitly mentioned, we accept that the use of “contact data” includes email.</p> <p>FN</p> <p>Llama correctly identifies several purposes for which email (contact data) is used, but it misses numerous essential purposes. See some examples of the missed purposes from the JustEat policy below.</p> <p>“When you contact our customer services support, we will use the personal data you provide to answer your question or handle your complaint. We may collect personal data under call recordings to provide customer support, including to investigate and address user concerns and to monitor and improve our customer support</p>	FN FP

			<p>processes. [...]Contact data</p> <p>We may process the following personal data for customer service purposes: [...]Contact data</p> <p>We may process the following personal data for customer account purposes [...]Contact data</p> <p>JET has several loyalty programs to provide you with offers and discounts. When you make use of one of our loyalty programs, we process your personal data to provide you with the discounts or offers as set out in the respective loyalty program. [...]</p> <p>We may process the following personal data processed for the loyalty shop and shipping of your order: [...]Contact data</p> <p>To make sure that our Services are aligned with your preferences and to improve our Services and platforms, JET may approach you to conduct customer research; such as but not limited to, surveys. [...]We may process the following personal data for research</p>	<p>responses and processes.”</p> <p>AND</p> <p>“We also process personal data to prevent fraud and other forms of misuse on and via our Services. [...]We may process following personal data for fraud prevention purposes [...]</p> <p>”</p> <p>FP</p> <p>Llama also adds a purpose not mentioned in the JustEat policy, i.e., “To personalize your experience on the platform”.</p>	
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		<p>* To send you marketing emails (if you have opted-in to receive them)</p> <p>* To personalize your experience on the platform</p>	<p>purposes: [...] Contact Data</p> <p>We also process your personal data to be able to send you (personalised) marketing communications and notifications to administer, support, improve and develop our Services. [...]We may process the following personal data for marketing purposes: [...] contact data</p> <p>There may be cases where JET may process your personal data for promoting third- party offers, products and services.</p> <p>We also process personal data to prevent fraud and other forms of misuse on and via our Services. [...]We may process following personal data for fraud prevention purposes:</p> <ul style="list-style-type: none"> • Name • Order and transaction data • Payment data • Device information • IP address • Browser information <p>JET may launch specific campaigns or contests in connection to its Services. [...]</p>		
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			<p>We may process the following personal data for campaigning purposes: [...] Contact data</p> <p>We process personal data if you use your JET for Business allowance to pay for an order you placed via our Services, when using or interacting with JET for Business products and services, to issue and ship the JET for Business card, and/or to provide you with the digital allowance. Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law. The following personal data may be processed in connection with JET for Business: [Contact data]</p>		
	Q3: Who does JustEat share my geolocation with?	JustEat shares your geolocation data with the following parties:	<p>JET uses cookies or similar technologies for functional, analytical, and marketing purposes. Data processed for cookie purposes defer per purpose (functional, analytical or marketing) and depend on the preferences set by you. Please refer to our Cookie Statement for further information about our use of cookies and/or similar technologies. You can always change</p>	<p>Note that while geolocation is not explicitly mentioned, we accept that the use of “address” includes geolocation.</p> <p>Llama’s answer includes only two types of entities that geolocation is shared with, namely, “restaurant partners” and “third-party service</p>	FN

		<p>* Restaurant partners for delivery purposes</p>	<p>your cookie settings via our preferences center and/or your settings in the tool you use to browse. Please note that disabling cookies may deny you the ability to use some of the Services and/or features on the website or impair your user experience.</p> <p>For example, JET uses your address data and/or location data to select available Partners in your local area.</p> <p>Sharing your personal data with Partners If you order through our Services, JET may share your personal information (order, name, address, or contact data) with the Partner you selected so that the Partner can deliver your order and where necessary services, for instance to resolve your complaint. Partners may process your personal data to contact you if it is necessary to fulfil the contract with you.</p> <p>Sharing your personal data in terms of JET for Business If you use your JET for Business allowance to pay for an order you placed via our Services or by using</p>	<p>providers” with examples of payment processors, logistics companies. The rest of the data recipient list is missing. See some examples of the missing third-party entities from JustEat policy below.</p> <p>“JET’s affiliates, subsidiaries and/or group companies of JET</p> <ul style="list-style-type: none"> • Software providers such as providers for software, hosting, application support, [...]information security, etc • Third parties who undertake various activities to promote, market or support our Services. This includes social media platforms like Facebook, offshore customer support agents, marketing service providers, eCRM partners who manage our marketing emails and push notifications, partners who send you text messages when your order is on its way, delivery companies who deliver your order to you. • Implementation partners [...] • Customer satisfaction survey firms and/or market research companies 	
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			<p>JET for Business card, JET shares personal data (such as email address and data about your order and allowance) with the person that grants you the allowance (which might be your employer, business partner etc.) for performing our contract with this person.</p> <p>Sharing your personal data with others</p> <p>JET may work with other companies within the JET group and/or other third parties in order to carry out the processing described in this Statement and/or to comply with legal obligations.</p> <p>These group companies and third parties will process your personal data on behalf of us as data processors or as autonomous data controllers (or in a position as so defined or referred under applicable data protection law including concepts as the equivalent of controller or processor), and have access to your personal data for the purposes described in this Statement. [...]</p> <p>We may also share your data with other third parties where appropriate or required by applicable law or regulation (including a court</p>	<ul style="list-style-type: none"> • Loyalty shop partners • Professional consultants • Law enforcement, governmental or regulatory authorities (including insurance companies, visa and tax authorities) • Prospective buyers • Any other third party provided that you have given your consent to the disclosure” 	
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			<p>order or legal authority request) or where we believe disclosure is necessary to comply with legal obligations, to exercise, establish or defend legal rights or to protect the vital interests of any person. Such third party controllers may include law enforcement agencies.</p> <p>We may also disclose your personal data to any company or prospective buyer of all or substantially all of our assets in connection with any sale or transfer of those assets. Your personal data may be shared with the following parties:</p> <ul style="list-style-type: none"> • JET's affiliates, subsidiaries and/or group companies of JET • Software providers such as providers for software, hosting, application support, delivery, logistics, information security, etc • Third parties who undertake various activities to promote, market or support our Services. <p>This includes social media platforms like Facebook, offshore customer support agents, marketing service providers, eCRM partners who manage our marketing emails and push notifications, partners who send you text messages when your order is on its way, delivery companies</p>	
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		<p>* Third-party service providers (e.g. payment processors, logistics companies) who help us to deliver our services to you</p>	<p>who deliver your order to you.</p> <ul style="list-style-type: none"> • Implementation partners • Merchants, payment and card service providers such as Adyen (for their privacy statement please see here) and marketing service providers • Customer satisfaction survey firms and/or market research companies • Loyalty shop partners • Professional consultants • Law enforcement, governmental or regulatory authorities (including insurance companies, visa and tax authorities) • Prospective buyers • Any other third party provided that you have given your consent to the disclosure 		
	Q4: What types of data are processed on the basis of consent, and for what purposes?	<p>According to the document, the following types of data are processed on the basis of consent:</p> <p>* Personal information (e.g. name, email address, phone</p>	<p>1.Ordering process [...] Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law. We may process the following personal data in the ordering process:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data 	<p>JustEat policy list several legal basis for collecting and processing personal data, where often one of the bases is consent.</p> <p>Llama presents some of the data collected based on consent correctly (i.e., name, payment, order history, and device data), but none of the</p>	FN FP INF

		<p>number)</p> <p>* Payment information (e.g. payment method, billing address)</p> <p>* Order history and details (e.g. orders placed, items purchased, delivery locations)</p>	<ul style="list-style-type: none"> • Order and transaction data • Payment data <p>As part of our Services we may sell products that may reveal sensitive personal data, such as health-related information (allergies or dietary requirements), information about your religion (such as if you only eat halal food), information about your medical condition (e.g. drugs, medicines, medical devices, medicated creams, food supplements or herbal/homoeopathic products) or about your sexual orientation via our Partners. We will collect and process this data with your consent as part of your order.</p> <p>2.Partner & courier reviews</p> <p>After your order, you may be asked to provide a review with the Partner or courier and we may offer you the opportunity to submit a review of Partners and/or couriers. Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law.</p> <p>JET processes the personal data you provide when submitting a review.</p>	<p>purposes it lists can be found in the policy (FP). Llama also makes several rational inferences about data types, i.e., specifying contact details as email address and phone numbers, payment information as payment method and billing address, and order history and details as orders places, items purchased, and delivery locations.</p>	
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			<p>You can withdraw your consent by contacting us. We may process the following personal data when you post a Partner and/or courier review:</p> <ul style="list-style-type: none"> • Name • Contact data • Review <p>3. Customer Services and Support [...]</p> <p>Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law. We may process the following personal data for customer service purposes:</p> <ul style="list-style-type: none"> • Name • Address data (if applicable) • Contact data • Order and transaction data • Payment data (if applicable) • Comments (if applicable) • Content of correspondences between you and customer services department • Any other content that may be required for compliance with the Digital Services Act 	
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		<p>4. Customer Accounts [...] Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law. [...] We may process the following personal data for customer account purposes:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data • Credentials (applicable for Just Eat for Business) <p>5. Loyalty programs [...]</p> <p>Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, or to comply with law. [...]</p> <p>We may process the following personal data processed for the loyalty shop and shipping of your order:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data <p>6. Customer research</p>		
		All of this data is		

		<p>processed for the following purposes:</p> <ul style="list-style-type: none"> * To personalize your experience on the JustEat website and app * To improve the quality of the service provided by JustEat * To provide you with targeted advertising that may be of interest to you <p>[data collected based on consent]</p> <ul style="list-style-type: none"> * Device and browsing data (e.g. browser type, device type, IP address) 	<p>[...] JET may approach you to conduct customer research; such as but not limited to, surveys. We only send you these types of communications with your prior consent unless this is not necessary according to the applicable law. [...]</p> <p>We may process the following personal data for research purposes:</p> <ul style="list-style-type: none"> • Name • Contact data • Order and transaction data • Research input <p>7. Marketing</p> <p>[...] We rely on your consent unless your consent is not necessary according to the applicable law. [...]</p> <p>We may process the following personal data for marketing purposes:</p> <ul style="list-style-type: none"> • Name • Address data • Contact data • Order and transaction data • DeviceID • Cookie and Technology data <p>There may be cases where JET may process your personal data for promoting third-party offers,</p>		
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			products and services. The legal basis for this processing of personal data is your consent unless your consent is not necessary according to the applicable law. [...]		
	Q5: What data does JustEat share with Facebook?	<p>JustEat shares the following data with Facebook:</p> <ul style="list-style-type: none"> * Personal information (e.g. name, email address, phone number) * Order history and details (e.g. orders placed, items purchased, delivery locations) <p>This data is shared for the purpose of providing targeted advertising to users on the JustEat platform.</p>	<p>Your personal data may be shared with the following parties: [...]</p> <p>Third parties who undertake various activities to promote, market or support our Services. This includes social media platforms like Facebook, offshore customer support agents, marketing service providers, eCRM partners who manage our marketing emails and push notifications, partners who send you text messages when your order is on its way, delivery companies who deliver your order to you.</p>	<p>JustEat policy states that they share “personal data” with social media platforms “like Facebook”. There are no further specifications as to what data types are shared.</p> <p>Llama’s answer states that JustEat shares personal information, and order history and details with Facebook. This is not mentioned in the policy in relation to data sharing. Llama also adds purposes for data sharing even though it is not prompted to do so and such purposes are not explicit in the relevant sections.</p>	FP
	Q6: Does JustEat share my data with insurers?	<p>Yes, JustEat does share your data with insurers in certain circumstances. Specifically, they may share your data with insurance providers if you have purchased insurance through</p>	<p>Yes.</p> <p>Your personal data may be shared with the following parties: [...]</p> <p>Law enforcement, governmental or regulatory authorities (including</p>	<p>Llama’s affirmative answer to this question is correct, but it is unclear why the following data types are listed (personal information, and order history and details). Note that the same data types were</p>	FP

		<p>the JustEat platform. The types of data shared may include:</p> <ul style="list-style-type: none"> * Personal information (e.g. name, email address, phone number) * Order history and details (e.g. orders placed, items purchased, delivery locations) <p>This is done to facilitate the processing of your insurance</p>	<p>insurance companies, visa and tax authorities)</p> <p>We may also share your data with other third parties where appropriate or required by applicable law or regulation (including a court order or legal authority request) or where we believe disclosure is necessary to comply with legal obligations, to exercise, establish or defend legal rights or to protect the vital interests of any person. Such third party controllers may include law enforcement agencies.</p>	<p>misquoted as answers for other questions of this policy.</p>	
	<p>Q7: What categories of data does JustEat collect about me automatically?</p>	<p>JustEat collects the following categories of data about you automatically:</p> <ul style="list-style-type: none"> * Device information (e.g., IP address, browser type, operating system) * Location data (e.g., geolocation, location history) * Order history and details (e.g., orders placed, itemized list of delivered food) * Payment information (e.g., payment method, billing address, payment history) * Personal information 	<p>Personal data that we collect automatically: [...], we may automatically collect technical data about your equipment, browsing activities and patterns. We use this personal data by using cookies, server logs and other similar technologies. These self-learning algorithms generate content that they use to personalise your user experience, selecting in particular those items that you are interested in, as well as to support the overall optimisation of our Services. For our cookie policy, please refer above (Cookies) for more information. We may allow you to use social</p>	<p>The only category of data correctly identified by Llama is “device information”. All the other data are missing (FN). Moreover, the list provided by Llama includes data categories from the policy which are not specified as collected automatically (FP).</p>	<p>FN FP</p>

		(e.g., name, email address, phone number)	media sites to create your account or link your account to the relevant social media site. These social media sites may provide us with automatic access to certain personal data they hold about you (e.g. content viewed by you, content liked by you, and information regarding the advertisements you have been shown or may have clicked on). [...]		
	Q8: How can I contact JustEat if I want to exercise my rights?	<p>To exercise your rights regarding the personal data collected by JustEat, you can contact their Data Protection Officer (DPO) at the following contact details:</p> <p>Email: [dpo@just-eat.com] (mailto:dpo@just-eat.com) Phone: +44 203 886 5511 Postal address: Data Protection Officer, Just Eat Limited, 1st Floor, 125 Shelton Street, London, England, WC2H 0QJ</p> <p>Please note that the DPO's contact details are also available on JustEat's website.</p>	<p>How to contact us^[1]</p> <p>The data controller of your personal data is the Just Eat entity present in the country where you use our Services, unless stated otherwise in this Statement.</p> <p>If you need to contact us to make requests or if you have any questions and concerns about this Statement and/or our privacy practices and processing activities, please contact us via our privacy form.</p> <p>For Just Eat for Business (City Pantry Ltd.) here For Menulog Pty Ltd. please contact here For Just Eat UK please contact here For Takeaway.com Group B.V. here</p>	<p>Llama answers the question incorrectly. It misses the correct contact details provided in the JustEat policy and instead invents completely new email address, phone number, and postal address. Compare JustEat contact details with the ones provided by Llama's answer.</p> <p>JustEat: "If you need to contact us to make requests or if you have any questions and concerns about this Statement and/or our privacy practices and processing activities, please contact us via our privacy form.</p> <p>For Just Eat for Business (City</p>	HAL FN

			<p>Just Eat Takeaway.com Data Protection Officer - Takeaway.com Group B.V. Piet Heinkade 61 1019 GM Amsterdam Netherlands</p>	<p>Pantry Ltd.) here For Menulog Pty Ltd. please contact here For Just Eat UK please contact here For Takeaway.com Group B.V. here</p> <p>Just Eat Takeaway.com Data Protection Officer - Takeaway.com Group B.V. Piet Heinkade 61 1019 GM Amsterdam Netherlands”</p> <p>Llama: “Email: [dpo@just-eat.com] (mailto:dpo@just-eat.com) Phone: +44 203 886 5511 Postal address: Data Protection Officer, Just Eat Limited, 1st Floor, 125 Shelton Street, London, England, WC2H 0QJ”</p>	
	Q9: How long does JustEat keep my delivery address?	According to the document, JustEat keeps your delivery address for a period of 6 months after your last order.	<p>[does not specify]</p> <p>How long we keep your data We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of</p>	<p>Llama answers the question incorrectly. It misses the reasons provided in the policy (FN) and invents a retention date of “6 months after your last order” (FP).</p>	HAL FN

			<p>satisfying any legal, tax, accounting, or reporting requirements. [...]</p> <p>In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you.</p>		
Wolt	Q1: What data does Wolt process about me?	<p>According to the document, Wolt processes the following data about you:</p> <p>* Payment information: payment method used for past transactions.</p> <p>* Personal information:</p>	<p>The personal data collected and processed by us can be divided into two general data categories: User Data and Usage Data.</p> <p>User Data</p> <p>User Data is personal data collected directly from you or from our customer organization on behalf of which you are using the Wolt Services (“Customer Organization”), as the case may be. [...]</p> <p>Further, please note that we also collect details of any transactions and payments you carry out through the Wolt Services. [...]</p> <p>After conclusion of the service agreement between us and the Customer Organization, the Customer Organization provides us</p>	<p>Note that the data categories chosen in Llama’s answers look very similar to the ones used in answering questions about other privacy policies. It is unclear why the same data are chosen.</p> <p>While Llama’s answer identifies some data that are processed by Wolt it misses numerous essential data including sensitive data, customer service communications, and technical information specifications (FN).</p> <p>For device information specifications Llama defaults to the answers given for the</p>	FN INF

		<p>name, email address, phone number, and location.</p>	<p>with your full name and email address.</p> <p>When you register to the Wolt Services and create a user account, you need to provide us with the following information:</p> <p>full name telephone number email address information relating to your payment instrument(s) such as the number of your payment instrument(s) and the expiration date of your payment instrument(s) (required for the purposes of ordering food and other products via the Wolt Services, however not stored by Wolt, since Wolt uses a third party payment service provider for processing of payments)</p> <p>User Data you give us voluntarily and while using Wolt Services</p> <p>Your user or customer experience may be enhanced by providing us with the following information:</p> <p>Additional Account Information: a picture, delivery address, location data (if you consent to the processing of your location data), partner-specific bonus card or participation in other loyalty</p>	<p>other privacy policies, i.e, device type, operating system, and browser type, despite Wolt including an extensive list of other specifications.</p> <p>Examples of the Wolt policy's technical data specifications: “their versions, features, capabilities, and settings Information about your operator, Internet service provider and network connection type, including your IP address Identifiers provided by your device or third parties for application vendors or advertisers, or identifiers we create ourselves Country, locale, time zone and geo-IP level location information.”</p>	
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		<p>* Order history: details of orders placed, including menu items ordered, dates, and delivery or pickup status.</p>	<p>programme if applicable in your country, when ordering age-restricted goods: age, and other information you provide either when creating a user account or later when modifying your account profile.</p> <p>Other Information. We may also process other information provided by you voluntarily such as: information related to your orders from Wolt or through Wolt Services (for example, items purchased, special instructions, date and time of order, total amount of order and other order history), information you provide when submitting ratings, comments or responding to surveys, favorite restaurants or merchants and other preferences, marketing opt-ins and opt-outs, and information you provide by phone or in email or chat correspondence with us, including call recordings of your calls with our customer service.</p> <p>In addition to User Data collected from you and the Customer Organization, we process certain personal data third party service</p>	
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			<p>providers provide about you. For example, for corporate customers, we may process company contact person information to enable communication and marketing with the company as well as managing the customer relationship. [...]</p> <p>If your order contains products or services which may imply a health condition or other sensitive (special category) personal data, Wolt needs to process this data in order to provide the Wolt Services to you. In addition to the contents of the order, this may also include, for example, medical prescription data in the case of prescription medicine. [...]</p> <p>If you connect or login to your account with Facebook, Facebook shares with us personal information about you such as your profile picture, a sample of your Facebook friends and your Facebook ID. While Wolt maintains its page on Facebook both Wolt and Facebook are joint controllers for your personal data. [...]</p> <p>Usage Data</p>		
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		<p>* Device information: device type, operating system, and browser type.</p>	<p>Usage Data arises from User interactions with the Wolt Services. Although we do not normally use Usage Data to identify you as an individual, you can in certain circumstances be identified from it, either alone or when combined or linked with User Data. [...]</p> <p>We may automatically collect the following Usage Data when you visit or interact with the Wolt Services:</p> <p>Information that describes your device or browser and Wolt's application, their versions, features, capabilities, and settings</p> <p>Information about your operator, Internet service provider and network connection type, including your IP address</p> <p>Identifiers provided by your device or third parties for application vendors or advertisers, or identifiers we create ourselves</p> <p>Country, locale, time zone and geo-IP level location information.</p> <p>Where you followed a link to Wolt Services, and links you followed from Wolt Services</p> <p>Details of your interactions with, and usage of, Wolt Services. This includes, for example, usage patterns, which features you use, advertisement, participating into a specific campaign and offer</p>		
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			<p>impressions and interactions, and information on orders</p> <p>Data for tracking and reporting transactions initiated by our advertising partners, including timestamps, and identifiers mentioned above</p>		
	Q2: For what purposes does Wolt use my email address?	<p>Wolt uses your email address for the following purposes:</p> <p>* To send order confirmations and updates.</p>	<p>4. The purposes and grounds for the processing</p> <p>We process personal data only to the extent necessary and appropriate for the specific processing purposes. [...]</p> <p>Firstly, Wolt processes your personal data to perform our contractual obligations towards you or the Customer Organization, for example, to the extent necessary to:</p> <ul style="list-style-type: none"> • offer the Wolt Services to you [...] • perform the contract between you and Wolt and for purposes of managing and delivering your Order as well as communicating with you about changes to terms and conditions, privacy policies, or other important changes related to the contract; • handle your payments or any refunds (where applicable) and to 	<p>Note that Wolt policy refers to personal data in general and not to an email address in specific therefore the missing purposes cannot be judged as true false negatives.</p> <p>Since Llama lists some purposes for processing emails and does not explain its inference from personal data to email, it is difficult to say why certain purposes have been highlighted while others have been ignored.</p> <p>INF</p> <p>Llama's answer states that email is used for sending "updates", it could be taken as an inference from the following passage in Wolt's policy: "ommunicating with you about changes to terms</p>	INF

			<p>provide our partners (the restaurants, retailers and our courier partners hereinafter collectively also as “Partner”)) with the information necessary for the preparation or delivery of your order; and</p> <ul style="list-style-type: none"> • to answer your questions or solve your support cases if you contact us. <p>Secondly, we may process your personal data if there is an appropriate and justifiable interest (that is, a legitimate interest) to run, maintain and develop our business or to create and maintain customer relationships. When choosing to use your data on the basis of our legitimate interests, we weigh our own interests against your right to privacy and, for example, provide you with easy to use opt-out from our marketing communications and use pseudonymized or non-personally identifiable data when possible. [...]</p> <p>We process your personal data to the extent necessary and based on legitimate interest, for example, to:</p> <ul style="list-style-type: none"> • claims handling, debt collection and legal processes. We may also process data for the prevention of fraud, misuse of our services and for information, system and 	<p>and conditions, privacy policies, or other important changes related to the contract”.</p>	
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		<p>* To send marketing messages, including promotions and new menu items.</p> <p>* To personalize your experience with targeted content and recommendations based on your order history and preferences.</p>	<p>network security and safety.</p> <ul style="list-style-type: none"> • contact you regarding the Wolt Services and to inform you of changes relating to them or asking your review or feedback on Wolt Services. • market the Wolt Services to you or show you targeted or personalized advertisements through Wolt Services or send you otherwise targeted marketing of services or products that may be of your interest. In order to form such a target group we may process information listed above in the section on Usage Data. <p>[...]</p> <ul style="list-style-type: none"> • improve the quality of the Wolt Services and develop our business, for example, by analyzing any trends in the use of the Wolt Services by processing data related to your use of Wolt Services. • ensure that our services are in line with your needs, personal data can be used for things like customer satisfaction surveys. When possible, we will do this using only aggregated, non-personally identifiable data. • process your data within the Wolt group of companies in accordance with this Privacy Statement. 		
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			<p>[...]</p> <p>Further, we may process your personal data to administer and fulfill our legal obligations.</p>		
	Q3: Who does Wolt share my geolocation with?	<p>Wolt shares your geolocation data with the following parties:</p> <p>* Delivery partners: to enable delivery of food orders to your location.</p>	<p>[no explicit link between geolocation data and data recipients]</p> <p>6. Data recipients</p> <p>We only share your personal data within the organization of Wolt if and as far as reasonably necessary for the purposes of this Privacy Statement.</p> <p>For the purposes set out in this Privacy Statement and to authorized service providers</p> <p>To the extent that third parties (such as the restaurants, merchants or retailers which provide your order, our courier partners who deliver your order and Customer Organization which may pay your order) need access to personal data in order for us to perform the Wolt Services or for other legitimate reasons, we provide such third parties with your data. [...]</p>	<p>Note that Wolt policy does not link geolocation data with third-party data recipient explicitly, therefore the identified missing recipients cannot be treated as real TN.</p> <p>FP</p> <p>In addition to the selection of correctly identified data recipients, i.e., delivery providers, Llama's answer also includes recipients that are not specified in the policy. Consider the following Llama's answers with no corresponding passages in the relevant sections.</p> <p>Llama: "Marketing partners: to provide you with targeted marketing messages and promotions based on your location." AND "It is important to note that Wolt may also share your data with third-party service</p>	FP HAL FN

		<p>* Marketing partners: to provide you with targeted marketing messages and promotions based on your location.</p> <p>It is important to note that Wolt may also share your data with third-party service providers, such as payment processors and data analytics firms, for the purpose of providing their services.</p>	<p>With Partners for the performance of Wolt Services</p> <p>To the extent that third parties, such as the Partners which prepare, sell and/or deliver your order, our courier partners who deliver your order and Customer Organization which may pay your order, need access to personal data in order for us to perform the Wolt Services, we provide such third parties with your data.</p> <p>With your explicit consent</p> <p>We may share your personal data with third parties outside Wolt when we have your explicit consent to do so. You have the right to withdraw this consent at all times free of charge, for example, by contacting us.</p> <p>Your user or customer experience may be enhanced by providing us with the following information:</p> <p>Additional Account Information: location data (if you consent to the processing of your location data) [...]</p>	<p>providers, such as payment processors and data analytics firms, for the purpose of providing their services.”</p>	
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	<p>Q4: What types of data are processed on the basis of consent, and for what purposes?</p>	<p>According to the document, Wolt processes the following types of data on the basis of consent:</p> <ul style="list-style-type: none"> * Personal information (e.g., name, email address, phone number) * Payment information (e.g., credit card details) * Order history * Location data (e.g., location of your device) <p>Wolt processes this data for the following purposes:</p> <ul style="list-style-type: none"> * To provide you with a personalized experience and recommendations based on your preferences and previous orders. * To send you marketing communications, such as promotions and new restaurant openings, based on your consent. * To improve our services and features, including location-based services and push notifications. 	<p>User Data you give us voluntarily and while using Wolt Services</p> <p>Additional Account Information:</p> <p>location data (if you consent to the processing of your location data) [...]</p> <p>If your order contains products or services which may imply a health condition or other sensitive (special category) personal data, Wolt needs to process this data in order to provide the Wolt Services to you. In addition to the contents of the order, this may also include, for example, medical prescription data in the case of prescription medicine. [...] If required under applicable laws, Wolt will ask for separate consent for processing such personal data [...]</p> <p>We process your personal data to the extent necessary and based on legitimate interest, for example, to: [...] market the Wolt Services to you or show you targeted or personalized advertisements through Wolt Services or send you otherwise targeted marketing of services or products that may be of your interest. In order to form such a target group we may process</p>	<p>Llama identifies only one type of relevant data category based on consent, i.e., location data. It misses all the others, namely, a detailed list of sensitive data and usage data (FN).</p> <p>For the purposes of processing data Llama correctly identifies the purposes of personalisation and marketing communications, while including an additional purpose of “improving the service”, which is not found in the Wolt policy (FP).</p>	<p>FP FN</p>
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			information listed above in the section on Usage Data . Please note that if required by applicable law processing of personal data for marketing purposes will be based on your consent . [...]		
	Q5: What data does Wolt share with Facebook?	<p>Wolt shares the following data with Facebook:</p> <ul style="list-style-type: none"> * Personal information (e.g., name, email address, phone number) * Order history <p>Wolt shares this data with Facebook for the purpose of providing you with a more personalized experience on our platform and to improve our services and features.</p>	<p>If you connect or login to your account with Facebook, Facebook shares with us personal information about you such as your profile picture, a sample of your Facebook friends and your Facebook ID. While Wolt maintains its page on Facebook both Wolt and Facebook are joint controllers for your personal data. More information on processing of personal data on Facebook is available at Meta Privacy Policy.</p>	<p>Llama incorrectly lists data types of personal information and order history as data shared with Facebook. These are not present in the relevant sections of the policy. Moreover, these data categories are systematically reported by Llama in other questions and other policies.</p>	FP
	Q6: Does Wolt share my data with insurers?	<p>According to the document, Wolt does not share your data with insurers.</p>	.	Correct.	TN
	Q7: What categories of data does Wolt collect about	<p>Wolt collects the following categories of data about you automatically:</p> <ul style="list-style-type: none"> * Device information (e.g. 	<p>We may automatically collect the following Usage Data when you visit or interact with the Wolt Services:</p> <p>Information that describes your</p>	<p>Llama identifies four correct data categories automatically collected by Wolt.</p> <p>FN</p>	FN FP INF

	me automatically?	<p>device type, operating system version, browser type)</p> <p>* Location data (e.g. GPS coordinates, IP address)</p> <p>* Usage data (e.g. pages visited, actions taken on the app or website)</p> <p>* Order history and details of past orders</p> <p>* Payment information (e.g. payment method, billing address)</p> <p>* Delivery address (if you have saved it)</p>	<p>device or browser and Wolt's application, their versions, features, capabilities, and settings</p> <p>Information about your operator, Internet service provider and network connection type, including your IP address</p> <p>Identifiers provided by your device or third parties for application vendors or advertisers, or identifiers we create ourselves</p> <p>Country, locale, time zone and geo-IP level location information</p> <p>Where you followed a link to Wolt Services, and links you followed from Wolt Services</p> <p>Details of your interactions with, and usage of, Wolt Services. This includes, for example, usage patterns, which features you use, advertisement, participating into a specific campaign and offer</p> <p>impressions and interactions, and information on orders</p> <p>Data for tracking and reporting transactions initiated by our advertising partners, including timestamps, and identifiers mentioned above</p>	<p>However, it misses several essential details about data categories mentioned in the policy. See examples of the missed categories from the Wolt policy.</p> <p>“[...] features, capabilities, and settings; Information about your operator, Internet service provider and network connection type, including your IP address Identifiers provided by your device or third parties for application vendors or advertisers, or identifiers we create ourselves”</p> <p>FP</p> <p>Llama adds two data categories not mentioned in the policy, i.e., payment information and delivery address.</p> <p>Not that these data categories are systematically reported by Llama in other questions and other policies.</p>	
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	<p>Q8: How can I contact Wolt if I want to exercise my rights?</p>	<p>If you want to exercise your rights regarding the data collected by Wolt, you can contact their Data Protection Officer (DPO) via email at dpo@wolt.com. They will provide you with information on how to access, rectify or delete your personal data, as well as how to exercise other rights granted by the General Data Protection Regulation (GDPR).</p>	<p>2. Wolt's contact details</p> <p>Wolt Enterprises Oy Business ID: 2646674-9 Correspondence address: Pohjoinen Rautatiekatu 21, 00100 Helsinki, Finland E-mail address: support@wolt.com Data Protection Officer: Wolt has appointed a data protection officer who you can reach through the above contact details or by sending e-mail to privacy@wolt.com.</p> <p>8. Your rights</p> <p>[...]</p> <p>How to use your rights The abovementioned rights may be used by contacting Wolt support or sending a letter or an e-mail to us on the addresses set out above, including the following information: the full name, address, e-mail address and a phone number. If you have Wolt account we recommend you contacting us through Wolt support as that allows us to identify you more easily.</p>	<p>Incorrect.</p> <p>Llama's answer does not include the correct contact details from Wolt's policy (FN), instead, the answer has added false information. Compare the two answers below.</p> <p>Wolt: "Wolt Enterprises Oy Business ID: 2646674-9 Correspondence address: Pohjoinen Rautatiekatu 21, 00100 Helsinki, Finland E-mail address: support@wolt.com Data Protection Officer: Wolt has appointed a data protection officer who you can reach through the above contact details or by sending e-mail to privacy@wolt.com."</p> <p>Llama: "If you want to exercise your rights regarding the data collected by Wolt, you can contact their Data Protection Officer (DPO) via email at dpo@wolt.com. They will provide you with information on how</p>	<p>FN HAL</p>
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				to access, rectify or delete your personal data, as well as how to exercise other rights granted by the General Data Protection Regulation (GDPR).”	
	Q9: How long does Wolt keep my delivery address?	According to the document, Wolt keeps your delivery address for a period of 6 months after the last successful delivery. After this time, your delivery address will be deleted from their systems.	<p>[no explicit mention of how long delivery address is retained]</p> <p>7. Storage period</p> <p>Wolt does not store your personal data longer than is legally permitted and necessary for the purposes of providing the Wolt Services or the relevant parts thereof. The storage period depends on the nature of the information and on the purposes of processing. The maximum period may therefore vary per use.</p> <p>After a User has deleted their user account personal data may be stored only as long as such processing is required by law or is reasonably necessary for our legal obligations or legitimate interests such as claims handling, bookkeeping, internal reporting and reconciliation purposes.</p> <p>We assess regularly the storage</p>	<p>Incorrect.</p> <p>Since Wolt’s policy refers to personal data in general and not to the delivery address in particular, the identified missing information cannot be judged as real FN.</p> <p>FP</p> <p>Llama answer states that the data retention period is “6 months after the last order”, no such information can be found in Wolt’s policy.</p> <p>Note that it is the same incorrect data retention period as given by Llama for JustEat policy.</p>	HAL

			period for personal data to ensure the data is stored only for the necessary time period.		
Glovo	Q1: What data does Glovo process about me?	According to the document, Glovo processes various types of data about its users, including personal information , location data , and usage data . Personal information includes first name , last name , email address , phone number , and password .	<p>5.2 What kind of data do we hold about you and how is your personal data collected?</p> <p>Glovo holds the following data about you:</p> <p>1. Information supplied directly by you:</p> <p>1.1. Registration Data: the information provided by you when you create an account on the Glovo Platform: username and e-mail.</p> <p>1.2. User Profile Information: the information added by you on the Platform in order to be able to use Glovo'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.</p> <p>1.3. Payment information: payment information when processing your orders; card data will be processed</p>	<p>General note, Llama's answer is very short compared to the details given in Glovo's policy.</p> <p>Llama's answer only provides general data categories, with the exception of personal information where it further specifies details one of which is not found in the policy - password (FP).</p> <p>FN</p> <p>A long list of data categories is missing in Llama's answer, including essential information such as payment information, communications, technical device information and others.</p> <p>SUM</p> <p>A detailed data category of usage data is summarised with no further explanations given.</p>	FN FP SUM

			<p>by our electronic payment service providers, who will receive the data directly from you. [...]</p> <p>1.4. Additional information: any information that you could supply to Glovo for other purposes, e.g. your photograph or the billing address in the case if you have asked to receive invoices from Glovo.</p> <p>1.5. Information about previous communications with Glovo: 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.</p> <p>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 Glovo.</p> <p>1.7. Information of conversations held with Glovo: Transcription and recording of conversations for the processing of incidents, queries or other consultations that may be</p>		
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			<p>made to guarantee and improve the quality of our services and for security reasons.</p> <p>1.8. Information on Communications: communications exchanged between you and the Couriers on the chat system provided on the Platform whenever it is necessary [...]</p> <p>1.9. Any additional information that you provide in your requests, comments or questions.</p> <p>Information indirectly supplied by Users:</p> <p>2.1. Data arising from the Use of the Platform: Glovo collects the data arising from your Use of the Platform every time you interact with the Platform.</p> <p>2.2. Data on the application and the device: Glovo stores data on the device and the Application used by you to access the services:</p> <p>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</p>		
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			<p>account by third parties,</p> <p>ii) information about your computer or mobile phone, such as your Internet connection, browser type, version and operating system, and type of device,</p> <p>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,</p> <p>iv) data from your account: information on the orders made by you, as well as feedback and/or comments made by you,</p> <p>v) your browsing history and preferences.</p> <p>2.3. Data arising from the User's origin: if you arrive at the Glovo 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), Glovo collects data on the source from which you arrived.</p> <p>2.4. Data resulting from the management of incidents: if you</p>		
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			<p>contact the Glovo Platform through the Contact Form(website: glovoapp.com>>Contact us>>Policies or App: Help>>Not related to an order>>Policies), Glovo Chat or on Glovo’s phone number, Glovo will collect the messages received in the format used by you and may use and store them to manage current or future incidents.</p> <p>2.5. Data arising from “cookies”: Glovo uses its own and third-party cookies to facilitate browsing by its users and for statistical purposes, among others (please refer to the Cookie Policy for more details).</p> <p>2.6. Geolocation Data: provided that you have authorised this, Glovo will collect data relating to your location, including the real-time geographic location of your computer or mobile device.</p> <p>2.7. Data resulting from external third parties:</p> <p>i) Glovo collects personal data or information from external third parties only if you authorise such third parties to share that information with Glovo. For example, if you create an account through your</p>		
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			<p>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).</p> <p>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.</p>		
	Q2: For what purposes does Glovo use my email address?	Based on the document, Glovo uses your email address ...	<p>5.1 What are the data processing purposes and the legitimate basis of the processing?</p> <p>Glovo will process your the personal data for the following purposes:</p> <p>Legal purposes</p> <p>Glovo processes your personal data for:</p> <p>i) detect and investigate fraud and possible crimes committed against our Platform and all the users,</p>	<p>INF: The PP does not link the purposes to the specific categories of data, thus GPT makes inferences assuming that the mentioned purposes also concern email address.</p> <p>Note that all the missing purposes can not be really considered as FN since in the PP categories of data are never associated to purposes (including email). Thus it is impossible to answer this question with certainty.</p>	INF

			<p>ii) comply with the legislation in case any legal regulations oblige us to keep your data for a defined period of time (please check Annex I on data retention),</p> <p>iii) manage and execute your request(s) to exercise the rights established in the GDPR and local regulations,</p> <p>iv) file, submit and defend legal actions against any entity of our Group,</p> <p>v) in any of the cases above-mentioned, Glovo shall be entitled to use any data obtained from you or arisen from your activity through our Platform (e.g. conversations between you and the Partner, you and the Courier, you and our Platform using the chat system) for the purpose of filing and/or defending any claims and/or legal actions that may be necessary, and to manage any incidents arising in connection with User's orders.</p> <p>Contractual purposes Glovo processes your personal data for:</p> <p>i) grant you the possibility to create</p>	<p>However, it is worth commenting on the fact that Llama reported only two purposes for processing the email address while Glovo's policy provides a very long and detailed list of purposes.</p>	
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			<p>your own account,</p> <p>ii) provide you with the services you have requested and any additional features on the Platform,</p> <p>ii) locate the nearest Partners and Courier to the delivery point informed by you (which may involve using geolocation services, if you agreed to them when asked to by the Platform, as described above),</p> <p>iii) perform payment processing and collection on behalf of you,</p> <p>v) communicate your Order to the Partner selected by you and update you on the status of your Order,</p> <p>iv) assist you in your decisions and use of the service, including the possibility to quickly reorder from the stores, where you have ordered in the past or suggest you stores based on your past orders or “popularity” among new users. Additionally, we could assist you in your decisions through automatically determined filters by the historical order you have placed in the past, providing in each case specific contents in the Platform tailored for you,</p>		
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		<p>for the purpose of sending you notifications and messages related to the app's services.</p>	<p>v) send you the receipt corresponding to your Orders,</p> <p>vi) provide you with a customer service to manage any incident related to your Orders and being able to answer your questions or consultations,</p> <p>vii) allow your direct contact with the Courier in charge of your Order,</p> <p>viii) be contacted by our Partners in case of any incident with your Orders,</p> <p>ix) process reimbursements and refunds both via promo-codes or bank refunds,</p> <p>x) notify you concerning changes or updates to our services, terms and conditions, privacy policy, cookies policy and any other corporate document that may affect you in a substantial way.</p> <p>Security purposes Glovo processes your personal data for:</p> <p>i) use device, location (including geolocation data, if you agreed to), profile, usage, and other data to prevent and detect malicious or</p>		
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			<p>unsafe activities (e.g. payment fraud, identity fraud, account hacking, phishing, incentive abuses). In particular, Glovo uses your device's IP address to detect fraudulent activity on your device and to keep the platform away from attackers who may try to access your account by impersonating you;</p> <p>ii) monitor all actions that could cause fraud or in the commission of a criminal offence related to the payment method employed by you; if any irregularities are detected, Glovo reserves the right to retain the data provided and share it with the competent Authorities in order to carry out the relevant investigation,</p> <p>iii) make sure that you follow the legal requirements related to specific products you may order through the Platform (e.g. legal age for alcoholic beverages).</p> <p>For statistics and research purposes Glovo processes your statistics based on your Personal data for:</p> <p>i) analyse trends, purchase behaviour</p>		
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			<p>and characteristics,</p> <p>ii) understand how you use our Platform,</p> <p>iii) manage and improve the services offered, including the possibility of adding new or different features and services to improve the quality of the services.</p> <p>Marketing and commercial purposes</p> <p>Glovo processes your personal data for:</p> <p>i) carry out marketing, communications, research and development activities,</p> <p>ii) analyse and research how to improve our services both offline and on the Platform, by using the data provided by you (such as in focus groups, reviews, valuations of the services, satisfaction survey, feedback or any kind, etc.),</p> <p>iii) provide you with personalised offers, promotions, discounts, suggestions, views and options in App, by email or by any other communication means, including the</p>		
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			<p>use of cookies or other technologies for advertising in third party websites or apps, according to our Cookie Policy and only if you have agreed to,</p> <p>iv) carry out promotional activities for the delivery of samples or free products inside the order placed by you, which may be of your interest to promote Glovo's and our Partner's products or services,</p> <p>v) carry out promotional activities such as contests, raffles, tenders, quizzes, competitions between users when they have subscribed and/or sent their data for such campaigns,</p> <p>vi) create custom audiences with Facebook or other providers to reach out to you or other people with similar characteristics, who might be interested in using Glovo services; you can manage your privacy in your Facebook or other third party platform settings,</p> <p>vii) use as commercial or marketing material published by you on your social networks profiles when Glovo has been expressly mentioned by you (i.e. via hashtag or @). [...]</p>		
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			<p>Non-marketing purposes</p> <p>Glovo processes your personal data for:</p> <p>i) generate and provide you with receipts from each of your Orders placed through our App,</p> <p>ii) inform you about any incident on the Platform or the operation of the services, including incidents related to your orders. This information can be sent by e-mail or SMS messages, and any other messaging application, that may be used by you and Glovo at any moment,</p> <p>iii) inform you about any changes to our Terms and Conditions, privacy policy, cookies policy, services, and more generally to inform you about any relevant non-marketing communications.</p> <p>iii) process incidents and claims with insurance companies in the event you report the occurrence of any damages or unforeseen events that may be covered by Glovo's insurance policy.</p>		
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	<p>Q3: Who does Glovo share my geolocation with?</p>	<p>According to the document, Glovo shares your geolocation data with its partners and third-party providers for the purpose of delivering food and other products to customers.</p>	<p>5.3. What are the recipients of your data and why are we communicating it?</p> <p>When carrying out an order, data may be shared with:</p> <p>The Courier who carries out the task of collecting and delivering the product.</p> <p>The establishment or venue in charge of selling the product, if you have requested the purchase of a product. [...]</p> <p>The Customer Care Services contracted by Glovo 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.</p> <p>The payment Platform and payment service providers so that the amount can be charged to your account.</p> <p>Telecommunications service providers, when they are used to send communications regarding orders or incidents relating to orders.</p> <p>Providers rendering satisfaction survey services on Glovo's behalf.</p>	<p>Since geolocation is not mentioned explicitly and the policy only refers to "data", GPT answers are treated as inferences.</p> <p>Llama mentions two general groups of entities that receive the user's geolocation data, i.e., Glovo's partners and third party providers. Since no further details are given these are treated as summaries. (SUM) Llama's answer is not informative to the user.</p>	<p>INF SUM</p>
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	<p>Q4: What types of data are processed on the basis of consent, and for what purposes?</p>	<p>According to the document, Glovo processes the following types of data on the basis of consent:</p> <ul style="list-style-type: none"> * Personal information (such as name, email address, phone number, etc.) * Payment information (such as credit card details or bank account information) * Geolocation data (such as your location at the time of delivery) <p>The document does not provide a comprehensive list of all types of data processed by Glovo on the basis of consent. However, it is clear that Glovo processes a variety of personal and payment-related data with the user's consent.</p>	<p>Contractual purposes Glovo processes your personal data for: [...]</p> <p>ii) locate the nearest Partners and Courier to the delivery point informed by you (which may involve using geolocation services, if you agreed to them when asked to by the Platform, as described above) [...]</p> <p>Marketing and commercial purposes</p> <p>Glovo processes your personal data for:</p> <p>iii) provide you with personalised offers, promotions, discounts, suggestions, views and options in App, by email or by any other communication means, including the use of cookies or other technologies for advertising in third party websites or apps, according to our Cookie Policy and only if you have agreed to [...]</p> <p>2.6. Geolocation Data: provided that you have authorised this, Glovo will collect data relating to your location, including the real-time geographic location of your computer or mobile device. [...]</p> <p>Contractual purposes Glovo</p>	<p>FN</p> <p>Llama's answer does not specify any purposes.</p> <p>FP</p> <p>Given that LLama often reuses the same data categories to answer questions, regardless of the policy's text, it is possible that some of the TP are accidental. The other data categories given by Llama are treated as FP.</p> <p>HAL</p> <p>Llama adds "However, it is clear that Glovo processes a variety of personal and payment-related data with the user's consent", which is not based on Glovo's policy.</p> <p>INF</p> <p>Llama adds an inference about what sort of geolocation data is collected, despite the policy's text providing other examples, so it is treated as a inference. Compare the following explanations.</p> <p>Glovo: "Contractual purposes Glovo processes your personal</p>	<p>FP</p> <p>HAL</p> <p>FN</p> <p>INF</p>
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			<p>processes your personal data for: [...]</p> <p>ii) locate the nearest Partners and Courier to the delivery point informed by you (which may involve using geolocation services, if you agreed to them when asked to by the Platform, as described above),</p> <p>Security purposes Glovo processes your personal data for:</p> <p>i) use device, location (including geolocation data, if you agreed to), profile, usage, and other data to prevent and detect malicious or unsafe activities (e.g. payment fraud, identity fraud, account hacking, phishing, incentive abuses).</p>	<p>data for: [...]</p> <p>ii) locate the nearest Partners and Courier to the delivery point informed by you (which may involve using geolocation services, if you agreed to them when asked to by the Platform, as described above)”</p> <p>Llama: “According to the document, Glovo processes the following types of data on the basis of consent: [...]</p> <p>* Geolocation data (such as your location at the time of delivery)”</p>	
	Q5: What data does Glovo share with Facebook?	<p>According to the document, Glovo shares the following data with Facebook:</p> <ul style="list-style-type: none"> * User ID (such as your Glovo account ID) * Device information (such as your IP address or device type) * Event tracking (such as whether you have opened a delivery order or not) <p>Again, please note that this list is not exhaustive, and the document does not</p>	<p>Sharing your data with third parties:</p> <p>To continue providing the services offered through the Platform, Glovo may share your certain personal data with: [...]</p> <p>Social media connected by Users: If you connect your Glovo account to other social media or to a third-party platform, Glovo may use the information provided to such social media or third party in compliance with the privacy policy of the social</p>	<p>Glovo’s policy does not explicitly state what data is shared with Facebook. In the section “sharing data with third parties”, social media connected by Users is mentioned.</p> <p>FP-based on text</p> <p>Llama lists three categories of data shared with Facebook, i.e., user ID, device information, and event</p>	FP HAL

		<p>provide all the data shared by Glovo with Facebook. However, it is clear that Glovo shares user-related information with Facebook for various purposes such as analytics and advertising.</p>	<p>media or third-party platform in question.</p> <p>Glovo processes your personal data for: [...]</p> <p>vi) create custom audiences with Facebook or other providers to reach out to you or other people with similar characteristics, who might be interested in using Glovo services; you can manage your privacy in your Facebook or other third party platform settings [...] [this is about the source, not sharing information]</p>	<p>tracking. This information is not present in the relevant sections of Glovo's policy.</p> <p>FP-not based on text</p> <p>Llama adds a disclaimer about data sharing which is not based on the policy's text. See the additional information below.</p> <p>"Again, please note that this list is not exhaustive, and the document does not provide all the data shared by Glovo with Facebook. However, it is clear that Glovo shares user-related information with Facebook for various purposes such as analytics and advertising."</p>	
	<p>Q6: Does Glovo share my data with insurers?</p>	<p>According to the document, Glovo does not share your data with insurers. The document specifically states, "Glovo does not share personal data with insurance companies." Therefore, if you are concerned about sharing your data with insurance providers, you can rest assured that Glovo does not do so without your explicit</p>	<p>Sharing your data with third parties: [...]</p> <p>Insurance companies: Glovo 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 Glovo and the parties that collaborate with it.</p>	<p>Incorrect.</p> <p>Llama's answer is contradictory to Glovo's policy text. Compare the two passages below.</p> <p>Glovo: "Insurance companies: Glovo may provide your data to those insurers and insurance brokers it collaborates with, for the management and processing of claims and</p>	<p>HAL FN</p>

		consent.	<p>If you are a User we may share your data with [...] insurance companies.</p> <p>Glovo processes your personal data for: [...]</p> <p>iii) process incidents and claims with insurance companies in the event you report the occurrence of any damages or unforeseen events that may be covered by Glovo's insurance policy.</p>	<p>losses arising from the activity carried out by Glovo and the parties that collaborate with it."</p> <p>Llama: "According to the document, Glovo does not share your data with insurers. The document specifically states, "Glovo does not share personal data with insurance companies." Therefore, if you are concerned about sharing your data with insurance providers, you can rest assured that Glovo does not do so without your explicit consent."</p>	
	Q7: What categories of data does Glovo collect about me automatically?	<p>Glovo collects the following categories of data about you automatically:</p> <ul style="list-style-type: none"> * Personal information, such as name, email address, and phone number. * Location data, including GPS coordinates and IP address. * Device information, such as device type, operating system, and browser type. * Usage data, including information about how you use the Glovo app, such as which features you access 	<p>[automatic collection of data is not explicitly mentioned in the policy]</p> <p>2.2. Data on the application and the device: Glovo stores data on the device and the Application used by you to access the services:</p> <p>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,</p> <p>ii) information about your computer or mobile phone, such as</p>	<p>Glovo policy does not explicitly state what data is collected automatically. However, the data collected under the section "Data on the application and the device: Glovo stores data on the device and the Application used by you to access the services" can be reasonably inferred as collected automatically. Therefore, Llama's answer can be treated as an INF.</p>	FP INF

		<p>and how long you use the app.</p> <ul style="list-style-type: none"> * Order data, including details of any orders you place through the app. * Payment data, including payment method and payment date. * Delivery data, including delivery status and estimated delivery time. 	<p>your Internet connection, browser type, version and operating system, and type of device,</p> <p>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,</p> <p>iv) data from your account: information on the orders made by you, as well as feedback and/or comments made by you,</p> <p>v) your browsing history and preferences.</p> <p>2.5. Data arising from “cookies”: Glovo uses its own and third-party cookies to facilitate browsing by its users and for statistical purposes, among others (please refer to the Cookie Policy for more details).</p>	<p>The missing information cannot be treated as FN since it is not explicitly stated that such data is collected automatically.</p>	
	<p>Q8: How can I contact Glovo if I want to exercise my rights?</p>	<p>If you want to exercise your rights as a data subject, you can contact Glovo at the following address: Glovo Customer Support Av. Francisco de Goya, 21-</p>	<p>3. What are your personal data rights?</p> <p>You may exercise your rights free of charge at any time using the form available on our main</p>	<p>Incorrect.</p> <p>Llama reports an incorrect email and postal address. Compare the passage from Glovo to Llama’s answer.</p>	<p>HAL FN</p>

		<p>25, 28036 Madrid, Spain You can also reach out to Glovo's Data Protection Officer (DPO) at dpo@glovo.com.</p>	<p>website glovoapp.com>>Contact us>>Policies, or in the App, entering to: Help>>Not related to an order>>Policies.</p> <p>To exercise your rights click HERE.If you have any questions, you can write to us at gdpr@glovoapp.com.</p>	<p>Glovo: “You may exercise your rights free of charge at any time using the form available on our main website glovoapp.com>>Contact us>>Policies, or in the App, entering to: Help>>Not related to an order>>Policies.</p> <p>To exercise your rights click HERE.If you have any questions, you can write to us at gdpr@glovoapp.com.”</p> <p>Llama: “If you want to exercise your rights as a data subject, you can contact Glovo at the following address: Glovo Customer Support Av. Francisco de Goya, 21-25, 28036 Madrid, Spain You can also reach out to Glovo's Data Protection Officer (DPO) at dpo@glovo.com.”</p> <p>Note that an online search shows that Glovo has an office in Spain, but it is in Barcelona not Madrid.</p>	
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	Q9: How long does Glovo keep my delivery address?	According to the document, Glovo keeps your delivery address for a maximum of 1 year after the completion of the delivery. After this period, your data will be deleted.	<p>Glovo shall retain your data for the duration of the contractual relationship and, after this has come to an end, for the period established by law for filing or defending the appropriate legal actions. This is established at a maximum of fifteen (15) years in order to comply with Glovo's legal obligations – which include the duty to assist the security forces as necessary in the investigation and prosecution of crimes pursuant to the higher interest of public safety – and defend itself or take any action in relation to criminal, tax and social security matters.</p> <p>The said period may be shorter depending on the legal provision applicable to each purpose of data processing, as established in the table of retention periods set forth in Annex I.</p>	<p>Incorrect.</p> <p>Glovo keeps the data for a maximum of 15 years and the policy further specifies various retention periods in the annex. Llama's answer states that the data is kept for "a maximum of 1 year after the completion of the delivery". No such information can be found in the policy.</p>	FN HAL