



PRIVACY AND COOKIE POLICY ORDERME

PRIVACY POLICY

Effective on September 26, 2019.

Last changed on September 26, 2019. OrderMe is committed to protecting its visitors' and users' privacy. The following Privacy and Cookie Policy outlines the information that OrderMe B.V. (hereafter "OrderMe", "we", or "us") may process and how we may use that information to better serve visitors and users while using our website www.orderme.nl (the "Website"), our mobile customer application (the "Client App") and staff application (the "Staff App"). The Client App and Staff App will collectively be referred to as the "App". Please review the following carefully so that you understand our privacy practices. If you have questions about this Privacy and Cookie Policy, please contact us at roderick@orderme.nl.

1. DEFINITIONS

"Client" means a person who has installed the App for the use or potential use of the App.

"Business" means the party offering the OrderMe services to its Client(s).

"Staff" means a person who is either the registrant and/or owner of the Business or a person who was granted access by the Business to the Staff App and Website for the Business.

2. FOR WHAT PURPOSES DO WE PROCESS YOUR PERSONAL DATA?

a) Technical and functional management of the Website and App

When you visit our Website, our website administrators process technical data such as your IP-address, visited webpages, the internet browser you use, your previous/next visited websites and the duration of a visit/session to enable us to deliver the functionalities of the Website. In addition, in certain instances the browser may prompt you for your geo-location to allow us to provide you with an enhanced experience. With this technical data our website administrators can manage the Website, for instance by resolving technical difficulties or improving the accessibility of certain parts of the Website. This way, we ensure that you can (continue to) find the information on the Website in a quick and simple manner. For this purpose we also use cookies. See paragraph 8 for our cookie policy.

When you use our App, we process technical data such as information about the App version, manufacturer, model, and operating system of your mobile device. We use this data to enable us to deliver the right functionalities of the App, resolve technical difficulties and provide you with the correct and most up to date version of the App and to improve the function of the App.

b) Business account

When you register as a Business, we will collect your business name, address, email address, country, language, password, the exact location of your Business where you'll be using OrderMe and your IP-address. We will use your Business contact details to send you a welcoming email to verify your username and password, to communicate with you in response to your inquiries, and to send you service-related announcements, for instance, if our service is temporarily suspended for maintenance. We will use your registration information to create and manage your OrderMe

account. We may deactivate your account if we suspect that you use our App to commit fraudulent or illegal acts or if you violate our Terms of Use.

When you register Staff for your Business, we will collect an e-mail address and a password for that person. This information will solely be used for authentication purposes and sending a welcoming email to verify the username and password and communicate in response to inquiries.

c) For the OrderMe App to function properly

* Geo-location information: when you use the App through your mobile device, you will be required to provide your location either by GPS or by scanning a QR code at a table at the Business that you are located. This information is necessary to identify the Business and table or place you are located at for the Staff to be able to complete your order at the right table. This information is anonymous and cannot be traced back to you as a person.

* Orders are anonymous: when you submit an order or request from the Client App, only the order contents and information about your location (table number) within the Business will be transmitted. No personal information will be transmitted. However, the Staff will be able to see statistics about the total number of orders that you have done (at any Business) that were successful and/or reported as abuse, this anonymous information can help the Staff to determine the order authenticity.

* Push notifications: when you've submitted an order or request we will keep you updated about your order status. This will be done through push notification. If you do not want to receive push notifications you can always withdraw your consent by changing your settings via the settings page of your mobile device.

d) Processing payments

When you register as a Business, your billing information is upon payment provided to the payment processing provider of your choice, to process payments for the OrderMe service.

e) Marketing

OrderMe may use your contact details to send you general updates regarding OrderMe news, special offers and promotions. You may at all times opt-out of receiving these updates.

f) Generating management information and statistical data

OrderMe uses your personal data in an anonymized and aggregated form to closely monitor which features of the service are used most, to analyze usage patterns and to determine where we should offer or focus our service. We may share this anonymous information with third parties for industry analysis and statistics.

g) Tell-A-Friend

If you choose to use our referral feature in the App to tell a friend about our Service, you will be prompted to enter your friend's email address or mobile phone number or log into your preferred social network. If you elect to refer a friend, we will automatically populate a message for you to send to your friend inviting him or her to try the Service on your behalf, however the actual message will be sent via your mobile device or social network and you will be able to edit the final message before you send it. We do not store your friend's data.

h) Administrating Public Forums

The Website and the App may offer publicly accessible blogs and community forums. We will use your personal data such as your name, email address, the messages or content you choose to post to administrate and provide you with these services. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, please contact us at roderick@orderme.nl.

3. CHILDREN UNDER THE AGE OF 18

OrderMe cares about the safety of children. Because our service is not directed towards children under 18, we do not knowingly collect personal information from anyone under the age of 18. If we discover that we have collected personal information from a child under 18, we will delete that information immediately.

4. DISCLOSURE OF INFORMATION

We may employ third party companies and individuals to facilitate or provide the OrderMe service on our behalf, to process payment, provide customer support, to perform Website-related services (e.g., without limitation, maintenance services, database management, web analytics and improvement of the Website's features) or to assist us in analyzing how our service is used. These third parties have access to your personal information only to perform these tasks on our behalf and are contractually bound not to disclose or use it for any other purpose.

OrderMe will disclose your personal data to the extent that this is legally required, or necessary for the establishment, exercise or defence of legal claims and legal process; or in the event of an emergency pertaining to your health and/or safety.

5. YOUR RIGHTS

As a user, you have the right to information regarding your account, including information that you've provided to us. You may at any time request request correction or erasure of your personal data, and object to any processing of your personal data by emailing us at roderick@orderme.nl. We will respond to your access and/or correction request within four weeks. You may also amend your personal details and withdraw any given consent using your OrderMe account. Erasure of this data could mean that you will no longer be able to use the OrderMe service for your Business because we only store the data that's strictly required for OrderMe to operate properly and/or for billing purposes.

6. RETENTION

Unless specified otherwise in this Privacy and Cookie Policy, we will retain your information until you cancel your OrderMe account, or until your OrderMe account has been inactive for a year. If you wish to cancel your OrderMe account or request that we no longer use your information to provide you services, please contact us at roderick@orderme.nl. Upon expiry of the one year period of inactivity, we will alert you and give you two weeks to re-activate your OrderMe account or retrieve any personal information you want to keep. After deletion of your account we will anonymize your data, unless these data are necessary to comply with a legal obligation or resolve disputes.

7. SECURITY

OrderMe has taken appropriate technical and organizational security measures against loss or unlawful processing of your personal data. To this purpose, your personal data are securely stored within our database, and we use standard, industry-wide, commercially reasonable security practices such as encryption, firewalls and SSL (Secure Socket Layers) as well as physical safeguards of the locations where data are stored.

However, as effective as encryption technology is, no security system is impenetrable. We cannot guarantee the security of our database, nor can we guarantee that information you supply won't be intercepted while being transmitted to us over the Internet. Any transmission of information by you to OrderMe is at your own risk. We recommend that you do not disclose your password to anyone.

8. COOKIE POLICY

The Website uses "cookies". A cookie is a small text file that we place on your computer or mobile device to enable various features of the Website. You can change your cookie settings to accept or not accept cookies in your browser settings. The Website uses the following cookie categories:

Essential: OrderMe uses cookies necessary to enable or enhance certain functionality of the Website, such as recalling your recent actions on the Website or remembering your Website settings. If you have cookies disabled in your browser, these cookies will be blocked. Non-

essential: OrderMe uses Google Analytics' cookies. If you have cookies disabled in your browser, these cookies will be blocked. Google Analytics is a web analysis service that is offered by Google Inc. Google Analytics uses cookies to analyze the usage of the Website by the visitors to give OrderMe an insight in the way the visitors use the Website. You can find more information on the Google Analytics website.

9. CHANGES IN THIS PRIVACY POLICY

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email and by means of a notice on the Website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.