

Privacy Policy Yoordi AG

Last updated: September 2023

General Information on Data Processing

We only ever process our users' personal data where this is necessary to provide a properly functioning website, along with our content and services. Our users' personal data is processed regularly and only with the users' consent. An exception applies where it might not be possible to obtain the prior consent of users for de facto reasons, but data processing is permitted by statutory regulations.

Data Deletion and Storage Period

The data subject's personal data will be deleted or blocked as soon as the purpose for which it was stored ceases to apply. The data might be stored for longer if this has been stipulated by the European or national legislators within Union regulations, laws or other requirements to which the responsible party is subject. The data is also blocked or deleted if a storage period stipulated by the standards mentioned expires, unless there is a continued need to store the data in order to enter into a contract or for the performance of a contract.

Visits and Use of our Website

By visiting any domain or subdomain, your IP address and other data like the user's operating system, type and version of the webbrowser used will be logged along with the dates and times of access. This data is stored in our system's log files. It is not stored together with other personal data pertaining to the user.

The IP address needs to be stored by the system in order to make the website available to the user's computer. The user's IP address must remain stored for the duration of the session for this purpose. In addition, the data is stored in log files, in order to ensure the functionality of the website. The data is used to optimize the website and to ensure the security of our IT systems. These purposes also include our legitimate interest in data processing. The legal basis is thus Article 6 Paragraph 1 Point f of the GDPR (EU's General Data Protection Regulation).

The data is deleted as soon as it is no longer required to achieve the purpose for which it was collected. Where the data is stored in order to make the website available, this takes place when the respective session is ended. In the case of log

files, the data is stored in rolling log files, with older entries being automatically deleted. The storage duration is thus dependent on the circumstances and cannot be restricted accordingly in terms of time. In general, it can be assumed that the data will be deleted after one year at the latest, although storage beyond this time is possible.

It is vital to store the data in order to make the website available, and the data must be stored in log files in order to operate the website. Users therefore have no possibility to file an objection.

Use of our Services (Software) as a Customer

If you use our services as a customer of a restaurant, which data we collect depends on the kind of order you place with the restaurant.

In House Order: If you are sitting at a table in a restaurant using our services, you will have to enter your phone number. The only purpose of this is that we can send you a token to your phone by SMS to verify your phone number. The phone number will be deleted within 24 hours of a successful verification. In addition, we will store the number of your table in the restaurant, your order and its date and time. We will only disclose this data to the restaurant as far as it is necessary to process your order. In particular, we will not give any personal data to the restaurant. A temporary exception is made for contact data collection according to the legislation regarding the COVID-19/Coronavirus. We will delete this after its collection within: 2 weeks (Switzerland), 4 weeks (Germany), 3 months (South Africa).

Take Away: To be able to order take away, you will need to disclose your name, address and phone number. We will store this information along with your order and its date and time. In order that the restaurant can process your order and hand it out to you, it is necessary for us to disclose this information to the restaurant you placed an order with. We will delete your name, address and phone number 24 hours after the selected pickup time.

This processing of personal data is required to perform our services, i.e. fulfil our contract with the user or to implement pre-contractual measures. The above-mentioned indicates the justification for data processing (legal basis is Article 6 Paragraph 1 Point b of the GDPR). In the course of placing your order, you will also be asked for your consent (legal basis Article 6 Paragraph 1 Points a of the GDPR).

In either case we store a **cookie** on your device. This is technically necessary to be able to guide you through the order process. This cookie does not contain any information besides a non-personal random ID. Neither this cookie nor the random ID are stored with other personal data from you. Therefore, we cannot identify you based on this random ID. But as long as this cookie is stored on your device, your device will be recognised by our service which will particularly allow you to see previous orders. If this cookie is removed from your device (which you can also do yourself anytime in the webbrowser on your device), your device will no longer be recognised by our services.

To be able to **pay** for your orders, you will need to disclose information about your means of payment. The processing of payments is taken care of by third party payment providers (currently SIX Worldline, Concardis, Datatrans, Twint, Peach Pay, Bambora, Stripe and PayPal). Any personal data you provide to the payment provider in place will be processed by these providers in accordance with their privacy policies. Please review their privacy policies in order to understand what types of personal data they collect from you and how such data is processed. We will not be informed about this personal data. In particular, your full credit card number will never reach our server and will always be sent directly to the payment provider from your device. We can only see the first and last 4 digits of your credit card.

If you choose to leave **feedback** about a restaurant, we will process your feedback (text composed by you), your rating, the date and time of your feedback, and your random ID. This processing of personal data is necessary to improve our services and give the restaurant the opportunity to do the same. You will be asked for your consent (legal basis Article 6 Paragraph 1 Point a of the GDPR). Because of its nature this data will generally not be removed.

Use of our Services (Software) as a Restaurant

If you use our services as a restaurant, we will need to store your account data, menu data, ordering data, invoice data. This includes all data you actively provided by using our Software: name, email, phone number, address, what your customers ordered and to which price, at which shop and with which payment method.

This processing of personal data is required to fulfil our contractual obligations with the restaurant or to implement pre-contractual measures. The above-

mentioned indicates the justification for data processing (legal basis is Article 6 Paragraph 1 Point b of the GDPR).

We store the data in our systems in any case during the term of the contract. Thereafter they will be exported and stored until the expiry of the statutory retention period (generally 10 years).

Contact Form and E-Mail Contact

Our website provides forms enabling you to contact us by electronic means. If you take advantage of this option, the data entered in the input screen is transmitted to us and stored. This data is:

- First name and last name
- Company and position
- Address (Street, ZIP code, City, Country)
- E-mail address
- Phone number
- Individual message
- Reason for contact
- Interests

To process the data, your consent is obtained during the transmission process, and you are referred to this data privacy statement.

Alternatively, you can make contact using the e-mail address provided. In this case, your personal data transmitted to us in the e-mail is stored.

We only process personal data from the input screen in order to process establishing contact. If you contact us via e-mail, this also constitutes the required legitimate interest pursued in processing the data. The other personal data processed during the transmission procedure is used to prevent the contact form from being misused and to ensure that our IT systems are secure. Depending on the circumstances, data processing is based on the consent of the user, the implementation of pre-contractual measures, the performance of a contract and/or to safeguard our legitimate interests. The legal basis for data processing is accordingly Article 6 Paragraph 1 Points a, b and/or f of the GDPR.

The data will be deleted as soon as it is no longer required to achieve the purpose for which it was collected. With regard to the personal data from the input screen of the contact form and the data that has been sent by e-mail, this is the case once

the respective conversation has ended with the user. The conversation is considered ended once it has been established from the circumstances that the matter in question has been fully clarified.

Users can revoke their consent to the processing of their personal data at any time. If a user contacts us via e-mail, they can object to the storage of their personal data at any time. The conversation may not be continued in such cases. All personal data that has been stored during contact is then deleted, unless it needs to be stored in order to comply with contractual or legal obligations.

Rights of the Person Concerned

If your personal data is processed, you are the person concerned and you have the following rights against the responsible party:

- Right to confirm whether the data concerning you should be processed, right to information on the processed data, right to further information on data processing as well as right to copies of the data (Article 15 of the GDPR);
- Right to correct and complete incorrect or incomplete data (Article 16 of the GDPR);
- Right to immediate deletion of data concerning you, or, if further processing is necessary, to restriction of processing (Articles 17 and 18 of the GDPR);
- Right to receipt of data concerning you and provided by you and to transmit this data to other providers/responsible parties (Article 20 of the GDPR);
- Right to receive the personal data concerning you that you have provided to the responsible party in a structured, current and machine-readable format.

Please note that, as explained above, we do not know your name or your phone number with regard to the use of our services. Therefore, if you want to make use of your rights to correct, complete, delete and/or receive data collected about your use of our services, you will need to inform us about the random ID stored in a cookie on your device. If you need assistance to identify this ID, we will gladly help you with that.

The **responsible party** in terms of data protection regulations is:

Yoordi AG
Berninastrasse 11
CH-8057 Zürich

CEO: Elisa Chiarelli
Place of jurisdiction: Zurich (Switzerland)
UID: CHE-283.584.835
CH-ID / Referenznummer: CH-020-3050821-4

Tel.: +41 44 224 31 31
E-Mail: info@yoordi.com

Data Protection Officer in the EU:

We have the following data protection representation pursuant to art. 27 GDPR in the European Economic Area (EEA) including the European Union (EU) and the Principality of Liechtenstein as an additional point of contact for supervisory authorities and data subjects for requests in connection with the General Data Protection Regulation (GDPR):

VGS Datenschutzpartner GmbH
Am Kaiserkai 69
D-20457 Hamburg

info@datenschutzpartner.eu