



Privacy Policy

o. Introduction

Hello! must gather, store and use “personal data” as defined by the European Union Regulation (EU) 2016/679 in order to market our products and services to you. The collection and processing of personal data is subject to restrictions aimed at protecting the privacy of individuals.

This privacy policy document will describe the reasons why personal data is needed, how it will be used, who will be able to access the information and when it will be deleted from our records. It also explains your rights to access your data under data protection laws or seek to have it rectified or deleted. We will at all times comply with the provisions of the European Union General Data Protection Regulations (“GDPR”)

Hello! has created the hellohoreca app as a **commercial app to support the delivery of its smart horeca services**. The **hellohoreca app is provided by hello! at no cost and is intended for use as is**. This page is used to inform website visitors regarding our policies with the collection, use, and disclosure of Personal Information, if anyone decided to use our services.

If you choose to use our services, then you agree to the collection and use of information in relation with this policy. The Personal Information that we collect are used mainly for providing and secondarily also for improving the service. **We will under no conditions share your information with any third party, except as described in this privacy policy**. Please note that **the terms used in this Privacy Policy constitute also the Terms and Conditions for using our hellohoreca app**.

1. Data/ Information Collection and Use

a. Primary user data collection

For a better experience while using our service, we may require you to provide us with certain personally identifiable information, namely your

[1] **name**,

[2] **address**,

[3] **location**,

[4] **email** and your

[5] **device** identification

The information is important for your identification as a hello! User and for channeling to you the appropriate, every time, services. This information will be retained by us and used as described in this privacy policy.

Name [1], address [2] and email [4] information is stored in our databases (residing with Hetzner, Germany) for the sole reason of allowing your seamless access to the hello! Services. This information is not made available to any third party, whatsoever. It is also not automatically deleted from our databases. Should you desire to completely erase it from our databases you can send a mail to info@hellohoreca.com or use our web site contact form

requesting your data to be completely removed from our databases. This request will be executed in one month.

In addition the app and / or website may currently use

- **Google Maps** services to collect information used to identify your **location [3]**. The privacy policy with regard to Google Maps can be found at <https://policies.google.com/privacy>

As regards to **device information [5]** this also may be collected so that device may receive messages sent our from our hellohoreca service and app. This information will expire after some days, as set up by the service provider. Even after expiration, it will neither be made available to any third party nor automatically erased from our databases. For this, you must explicitly raise the issue by emailing us as above.

At this moment in time no other third party interferes with our app and collects data from it. If this changes then the privacy policy will be updated.

b. Secondary user data collection

hello! In order to deliver its services may also collect your opinions, your requests, etc. This information again will neither be made available to any third party nor automatically erased from our databases. For this, you must explicitly raise the issue by emailing us as above.

c. Third parties user data collection

hello! may employ third-party companies and individuals due to the following reasons:

- To facilitate our service;
- To provide the service on our behalf;
- To perform service-related services; or
- To assist us in analyzing how our service is used.

We want to inform users of this service that such third parties have access to your personal information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

At this moment in time the only such third part is Google Maps and Mailchimp (see above in 1.a section for more details)

d. User data and our hello! Customers

The databases, where the above data are stored, are technically maintained by us but are ownership of our hello! Customer. You have a right to access the personal data that we hold about you. If you would like to exercise that right, you must submit a request to info@hellohoreca.com specifying the information that you want us to provide you and or erase. We will respond to any such request within one month of receiving it

We will inform you via email following receipt of your request and, if necessary, seek additional information from you about your request. **Our customers are hereby clearly made aware that if we receive any such request from the users to have personal data of them removed we will be have to immediately do so.** This said, we do not have any other control on how the customers are going to potentially use user data (marketing campaigns, etc.) Thus, in the case of unsolicited mails or other use that violates privacy, the user will have to contact the hello! premise and issue his requests directly to him.

e. Cookies

Various cookies are used to enhance the user experience. To see all general purpose cookies which are stored in browsers one can check <https://support.wix.com/en/article/cookies-and-your-wix-site>. In addition the web site uses Stat Counter to track visitors traffic. A special cookie alert is used to notify users and ask them to accept the fact that cookies are deployed as a condition to proceed to the site.

f. User communication

- hello! may send web notifications to the user mobile, if so required by the particular service. This can be disabled at the mobile level but can also be disabled at the particular hello! module (News)
- hello! in order to best perform its services may send emails only after you have first registered to it. The deletion of all your related data from our server is possible after an explicit request is sent to info@hellohoreca.com
- the hello! web site is purely informative, does not collect any data nor will it take any action vis a vis users. Through the web site you may proactively post us messages accompanied by your email so that we may respond to you. Upon your request, as in all cases, your record will be removed.
- hello! does not send SMS messages.

2. Security

We value your trust in providing us your personal information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

3. Links to Other Sites

This Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

4. Childrens' Privacy

This service does not address anyone under the age of 13. We do not knowingly collect personal identifiable information from children under 13. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

5. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes, indirectly, by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

6. Contact Us

If you have any questions or suggestions about our privacy policy, do not hesitate to contact us

via the contact form in our web site <https://www.hellohoreca.com>