

# Privacy Policy and Cookie Statement

## by IFSL INTERACTIVE FOOD SERVICE LTD

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## Glossary

The text of this Privacy Policy uses terms and concepts in the following meaning:

**Personally Identifiable Information** (referred to in this document as «PII») is that alone or in combination with other information or in certain contexts can be used to identify, distinguish or trace you and your Device(s).

**Data** is all information, that we or third parties have got from you, including PII and technical information about your Device(s).

**Product** is all websites, apps, and other services that are developed and / or published available by IFSL INTERACTIVE FOOD SERVICE LTD.

**Third party** (or **Third Party Providers**) is the third party with who we entered into an agreement that includes provides services (catering) to Users using the Product placing an advertisement in the Product and / or collecting, processing and storing your technical and personal data - on conditions determined separately by a Third Party in the Product.

**Device** is a hardware operated by a person and may refer to a smartphone, tablet.

**Content** is any information that you may get in our Product from us or from Third parties.

**Cookie** is a small pieces of data stored on your Device.

All the above terms can be indicated in the plural. When using the term, it is necessary to start from the context of the text of using the term. All capitalized terms used in this Privacy Policy that are not otherwise defined have the meanings set forth in the Glossary.

## 1. Introduction and Definitions

This Privacy Policy governs all websites, apps, and other services that link to, or contain references to, this document and are published or made available by IFSL INTERACTIVE FOOD SERVICE LTD, its parent, subsidiaries and affiliates («we», «us» or «our»). Please read this Privacy Policy carefully. It summarizes the various ways we acquire and treat your Data when you access, visit and/or use the Product. It also governs your Data that we may acquire offline. This Privacy Policy does not cover information collected on sites, applications, destinations, or services linked to from the Product that we do not own or control.

You can access this Privacy Policy any time in web-address <http://www.ifoodservice.ru/legal>. By purchasing a Product, registering for any aspect of the Product, or otherwise accessing, visiting or using the Product, you consent to this Privacy Policy. **If you do not agree with the terms and conditions of this Privacy Policy, you should not access, visit and/or use the Product.** We advise that you print or retain a digital copy a copy of this Privacy Policy for future reference.

In addition to reviewing this Privacy Policy, please also review other terms and conditions that may be posted elsewhere in the Products or otherwise communicated to our users, because another legal document are also part of the agreement between you and us.

This Privacy Policy may be modified from time to time, so check back often. So that you are aware changes have been made, we will adjust the «Last Revised» date at the beginning of this document. If we make a significant change in the way we use or share your PII, we will also post on the Product a prominent

notice that a change was made. Continued access of the Product by you will constitute your acceptance of any changes or revisions to the Privacy Policy.

This Privacy Policy in the part of Personally Identifiable Information must be used only in a case, when you give to us or to Third Party your PII such as your name, email address, postal address or phone number, not all your Data.

## **2. The Types of Data Acquired About You**

### **2.1. Data.**

We and Third Party acquire your IP address, User ID, and/or Device ID, which certain jurisdictions consider to be PII because it could be used to identify an individual or Device if it were combined with other identifying information.

### **2.2. Children's Privacy.**

Protecting the privacy of young children is especially important. Our Products is not directed to children under the age of 16, and we do not knowingly collect PII from children under the age of 16 without obtaining parental consent.

If you are under 16 years of age, then please do not use or access the Product at any time or in any manner. If we learn that PII has been collected on the Product from persons under 16 years of age and without verifiable parental consent, then we will take the appropriate steps to delete this information.

The Product is not intended to be used by children under the age of 16, and is not intended to be used to post content to share publicly or with friends. To the extent that children under the age of 16 have posted such content on the Product, children under the age of 16 have the right to have this content deleted or removed using the deletion or removal options detailed in this Privacy Policy. If you have any question regarding this topic, please contact us as indicated in Section 11. Please be aware that, although we offer this deletion capability, the removal of content may not ensure complete or comprehensive removal of that content or information.

### **2.3. Anonymous Data.**

Some of the Data that we acquire cannot identify, distinguish or trace you or your Device, even if combined with other identifying information, and some Data that could be considered PII when combined with other identifying information is not used in a way that identifies, distinguishes or traces you or your Device, but is instead used in an anonymous way, often aggregated with other anonymous Data about other users.

## **3. How We Acquire Your Data**

### **3.1. Data You Provide.**

The provision of your PII is voluntary. We and Third Party mostly receive PII because you provide it to us and Third Party.

### **3.2. Data Automatically Collected.**

The Product may also automatically collect Data about you, your online behavior and your Device. The Data collected may include, without limitation:

- Unique device identifier generated from the device MAC/IMEI/MEID, which we alter to limit the ability to identify the relevant device in the future;
- An advertising ID, such as the Apple IDFA or the Android ID;
- IP address;
- Device manufacturer and model;
- The operating system and version running on your system or device;
- Browser type;
- Language;

- The make of the CPU, and number of CPUs present;
- The graphics card information, such as type, vendor and driver name, version and graphics API;
- Amount of system and video RAM present;
- Current screen resolution;
- Operating system identifier (e.g., Mac, Windows, iOS, Android, etc.);
- A checksum of all the data that gets sent to verify that it did transmit correctly;
- App ID of the application installed;
- Geographic location of you and/or your Device, as well as date/time stamp;
- Pages visited, time of visits, content viewed, ads viewed, the site(s), application(s), destination(s), and/or service(s) you arrived from, and other clickstream data.

The Product may collect your Data even if the Product is not open on your Device or you're not logged in.

### **3.3. Data Acquired Elsewhere.**

We and Third Party may also acquire your PII or other Data offline or otherwise outside of the Product. For example, Third Party may purchase or otherwise acquire such Data from third party data suppliers when you use another service(s) and product(s). We and Third Party reserve the right to merge or co-mingle this other Data with your PII and Data collected on or through the Product.

### **3.4. Social Network Integration.**

If you choose to access, visit and/or use any third party social networking service(s) that may be integrated with the Product, we may receive your Data that has been made available to those services, including information about your contacts on those services. For example, some social networking services allow you to push Content from our Product to your contacts. Some social networking services also will facilitate your registration for our Product or enhance or personalize your experience on our Product. Your decision to use a social networking service in connection with our Product is voluntary. However, you should make sure you are comfortable with your Data the third party social networking services may make available us by visiting those services' privacy policies and/or modifying your privacy settings directly with those services. We reserve the right to use, transfer, assign, sell, share, and provide access to all of your Data that we receive through third-party social networking services in the same ways as all of your Data we receive through our Product (as described in Section 4 below).

### **3.5. Sensitive PII.**

We do not seek to collect or otherwise process sensitive personal data in the ordinary course of our business. Where it becomes necessary to process your sensitive personal data for any reason, we rely on your prior express consent for any processing which is voluntary (e.g. for marketing purposes). If we process your sensitive personal data for other purposes, we rely on the following legal bases: (i) detection and prevention of crime (including the prevention of fraud); and (ii) compliance with applicable law (e.g. to comply with our diversity reporting).

In order to ensure convenience, the User may save the data of the User's bank card in the Application Account for the subsequent transfer of the specified data to the payment system.

In the Account, the User can specify and save for further use the bank card data in the Application interface, and the User specifies the following data:

- The name of the owner of a credit card (the value «cardholder»);
- Bankcard number;
- The validity of a credit card;
- Security code (CVC2).

If the data of the bank card is correct, it is technically possible to use this card in the Payment System, the specified bank card can be used for cashless payment.

That data may be saved by the User in the memory of the User's Device. More about using that Data you may get in Section 5 below.

## **4. How We Use Your Data**

### **4.1. Processing Your Requests for Products.**

We and Third Party collect, processing and use your Data to process your request for Content and/or Product in the purpose to perform a contact for you and:

to fulfill your order;

to perform our or Third Party's obligations in respect of any contract entered into with you;

to provide you with any service you have requested by Third Party in the Product;

to provide you with the information, products and services you request or purchase;

for security, credit or fraud prevention purposes;

to provide you with effective customer service;

to transfer to restaurants all information necessary for preparing and processing the order, which may include transferring credit card and other payment information;

to validate your bookings and process payments relating to any products or services you have requested;

to process and manage your rewards and loyalty points of Third Party;

to contact you with information and notices related to your use of the Product or your purchases.

For example, if you use our Product and have decided to get services or products of Third Party, so we and Third Party may use your PII to fulfill your order.

Or for instance, if you write to our support or to Data Protection Officer we may use your e-mail address to send you an answer and to give a right decision and recommends.

### **4.2. Administering the Product.**

We and Third Party also use your Data for any lawful business purpose in connection with administering the Product, including without limitation for customer service of Third Party, to help diagnose problems with servers and Product, to improve Products that we offer by tailoring them to your needs, to gather broad demographic information, to analyze trends, to seek compatible advertisers, sponsors, clients and customers, and to track users' movements around the Product and elsewhere on the web or across apps and devices. Your geographic location Data may specifically be used to show you Content (including advertising and sponsored messaging) based on geographic location by us and Third Party.

### **4.3. Access by Third Party Providers.**

We may also allow access to your Data by Third Party Providers that provide us with services, such as technical maintenance, market research, community and forums management, auction services, e-commerce, personal/job search and other advertising functionality, but only for the purpose of and to the extent necessary to provide those services.

There are also times when you provide Data to us in areas of the Product that may be managed or participated in by one or more Third Party Providers. In such cases, the Data may be used by us and by such Third Party Provider(s), each pursuant to its own policies. While we may seek to require Third Party Providers to follow appropriate privacy policies and will not authorize them to use your Data except for the express purpose for which it is provided, we do not bear any responsibility for any actions or policies of third parties.

### **4.4. Marketing Communications.**

Third Party Provides may also use your Data to communicate with you about new features, events or another products offered by us or Third Party Providers, our advertisers, and other companies and

individuals with which we or Third Party Providers have a relationship. We and Third Parties collect your data for the stated purposes in order to perform the following actions:

- to provide you with a personalized experience of using the Product and service(s) of Third Party;
- to contact you with special offers and other information Third Party believe will be of interest to you;
- to invite you to participate in surveys and provide feedback to us;
- to better understand the your needs and interests;
- to improve the content, functionality and usability of the Product;
- to improve Third Party's products and services;
- to improve our or a Third Party's marketing and promotional efforts;
- to process your participation in any events, activities, focus groups, research studies, contests, promotions, polls, surveys by Third Party;
- to understand and analyze Third Party's sales as well as your needs and preferences;
- to develop, enhance and provide products and services to meet your needs;
- to use Cookies to enhance our processes, advertising, notifications, authentication, security and compliance, analytics and preference management.

#### **4.5. Legal Requests.**

We and Third Party may also provide access to your Data in order to cooperate with official investigations or legal proceedings brought by or otherwise involving governmental and/or law enforcement officials, as well as private parties, including, for example, in response to subpoenas, search warrants, court orders, or other legal process. We and Third Party may also provide access to protect our rights and property and those of our agents, customers, and others including to enforce our agreements, policies, and terms of use.

#### **4.6. Employment Opportunities.**

If you provide your PII to us in connection with an employment inquiry, without limiting the applicability of the rest of this Privacy Policy, we will use your PII to evaluate your job application, and for related recruiting, reporting and recordkeeping purposes. We may maintain your PII on file, whether we hire you or not, to administer your relationship with us and/or for job applicant related reporting and recordkeeping for as long as required or permitted by law.

#### **4.7. Transfer or Sale of Our Business.**

As our business changes, we may buy or sell various assets owned or controlled by us. In the event all or a portion of the assets are sold, assigned, transferred or acquired by another company due to merger, divestiture, restructuring, reorganization, dissolution, financing, acquisition, bankruptcy or otherwise, your Data may be among the transferred assets.

#### **4.8. Combining Your Anonymous Data with PII.**

We and Third Party reserve the right to merge or co-mingle anonymous, non-personally identifiable Data about you, your offline and online behavior, and/or your Device (including its geographic location), with your PII for any lawful business purpose.

#### **4.9. Legal Basis for Processing Personal Data under General Data Protection Regulation.**

If you are from the European Economic Area (EEA), we and Third parties legal basis for collecting and using the personal information described in this Privacy Policy depends on the PII we collect and the specific context in which we collect it.

We may and Third parties process your Data because:

- We and Third parties need to perform a contract with you;
- You have given us permission to do so;
- The processing is in our and Third parties' legitimate interests and it's not overridden by your rights;

- To comply with the law.

## **5. Sharing Your Data for Marketing; Opt-Out; How to Update Your Data**

### **5.1. Credit/Debit Card and Payment Account Data.**

We use a third party payment processor to process payments made by you to Third Party. In connection with the processing of such payments, we do not retain any personally identifiable information or any financial information such as credit card numbers. Rather, all such information is provided directly to our third party financial processor, whose use of your personal information is governed by their privacy policy and their user agreement (seller agreement).

### **5.2. Sharing Your Data for Marketing.**

Unless otherwise specified on the Product, we may sell or share your Data among our parent, subsidiaries, and affiliates and with other third parties who we think may offer or enable you to become aware of Products that may be of interest to you.

### **5.3. How to Opt-Out of Sharing for Marketing.**

If you do not wish to give us PII such as your name, email address, postal address or phone number shared with third parties for their marketing purposes, contact our Data Protection Officer as described at the end of this document. But note that, in order for us to properly administer the Product, we must continue to share your Data with Third Party Providers as it was described in Section 4 above (if you object to such sharing, you should not use the Product).

Note also that this option to opt-out applies only to PII, and not Anonymous Data.

### **5.4. How to Opt-Out of Marketing Messages from Us.**

If you do not wish to receive future marketing or other commercial messages from us or Third parties, simply contact our Data Protection Officer. But note that you may continue to receive certain communications from Third parties that are necessary for the Product, such as renewal notifications, purchase, payments, invoices, technical notices, updates, security alerts, and support and administrative service bulletins.

### **5.5. Your Data Protection Rights under General Data Protection Regulation (GDPR).**

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. We and Third parties aim to take reasonable steps to allow you to correct, amend, delete, or limit the use of your PII.

If you wish to be informed what PII we hold about you and if you want it to be removed from our systems, please contact us. If you wish to be informed what PII Third parties hold about you and if you want it to be removed from Third parties' systems, please contact them as described at the Section 11.

In certain circumstances, you have the following data protection rights:

- The right to access, update or to delete the information Third parties or we have on you.
- The right of rectification. You have the right to have your information rectified if that information is inaccurate or incomplete.
- The right to object. You have the right to object to our processing of your PII.
- The right of restriction. You have the right to request that Third parties or we restrict the processing of your PII.
- The right to data portability. You have the right to be provided with a copy of your PII in a structured, machine-readable and commonly used format by Third parties or us.

Please note that we may ask you to verify your identity before responding to such requests.

### **5.6. Links To Other Sites.**

Our Product may contain links to other sites, and apps that are not operated by us. If you click on a third party link, you will be directed to that third party's site or app. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

## **6. Cookies and Related Technologies**

### **6.1. Cookies/Local Device Storage.**

We and Third Party by our Product will at times place and/or store code or other types of information and/or software on your Device or within your browser, such as cookies (including flash cookies), locally shared objects, and HTML5 (collectively, «Local Device Storage»). We and Third Party Providers may use Local Device Storage in connection with the Product for any lawful business purpose, including without limitation to determine whether you have seen a particular advertisement before on the same or different Device and to otherwise control the display of ads, to track the movements of individual users through the Product and elsewhere on the web or across apps, devices, and geographic locations, to help diagnose problems with servers, to gather broad demographic information, to conduct research, to deliver editorial Content, to record registration and personalization information, and to otherwise administer the Product. For example, if you register on any part of the and Third Party Providers' products and are given the option to save your user name and password, Third Party Providers may provide this convenience to you via Local Device Storage. Local Device Storage may also collect and store your PII, which may be shared with our parent, subsidiaries, and affiliates and other third parties.

We collect information, which may include personal data, from your browser when you use our Product(s). We use a variety of methods, such as cookies and pixel tags to collect your Data. Third parties may also collect information via our Product(s) through cookies, third party plug-ins and widgets. These third parties collect data directly from your web browser and the processing of this data is subject to their own privacy policies.

We use cookies and pixel tags to track our customers' usage of the Product(s) and to understand our customers' preferences. This enables Third Party to provide services to you. We also use cookies and pixel tags to obtain aggregate data about Product's traffic and Product's interaction, to identify trends and obtain statistics so that we can improve our Product(s).

### **6.2. You May Disable Local Device Storage.**

If you do not want Local Device Storage, your Device or browser may include an option that allows you to not accept it. However, if you disable Local Device Storage, some portions of the Product may not function properly.

### **6.3. Tracking Technologies.**

In addition to Local Device Storage, Third Party may use web beacons, web bugs, internet or pixel tags, clear gifs, digital fingerprinting (aka «Machine Identification») and similar technologies (collectively, together with Local Device Storage, the «Tracking Technologies») on the Product and in our communications with you, such as within e-mail and text messages and push notifications. Third Party use Tracking Technologies to determine which of our messages have been opened by recipients, and for all or some of the same lawful business purposes we describe above for use of Local Device Storage.

## **7. Online Behavioral Advertising (OBA) and How to Opt-Out of OBA**

### **7.1. How OBA Works.**

Third Party Providers will at times also use Tracking Technologies for purposes of «online behavioral advertising» (OBA). OBA allows the serving of advertisements tailored to interests you have shown by browsing on the Product and on other sites, applications, destinations, and services, using the same or a

different Device. To enable OBA, these Third Party Providers use Tracking Technologies to collect Data including for example the make, model, settings, specifications (e.g., CPU speed, connection speed, browser type, operating system, device identifier) and geographic location of your Device, as well as date/time stamp, IP address, pages visited, time of visits, Content viewed, ads viewed, the site(s), application(s), destination(s), and/or service(s) you arrived from, and other clickstream data. The use of Tracking Technologies by Third Party Providers is subject to their own privacy policies, not this Privacy Policy, and we have no responsibility or liability in connection therewith. You may visit Third Party Providers' sites and discover their own privacy policies in accordance with paragraph 4.3. of this Privacy Policy.

## **7.2. Opt-Out of OBA.**

If you do not want OBA at all, you may be able to opt-out by visiting <http://www.aboutads.info>, <http://www.networkadvertising.org>, <http://www.youonlinechoices.com/uk> and/or by clicking the «Ad Choices» icon that appears in advertising served through OBA. Please note that the option to opt-out applies only to tracking by Third Party Providers across this Product and other sites, applications, destinations, and services, and not tracking among pages within the Product itself.

## **8. Transfer of Your Data among Jurisdictions**

Your Data may be processed, transferred to, and maintained on, servers and databases located within the Russian Federation, European Union, and U.S., and elsewhere where the privacy laws may not be as protective as your jurisdiction. We reserve the right to transfer your Data to and from any state, province, country or other governmental jurisdiction. Your consent to this Privacy Policy followed by your submission or our collection of such Data represents your agreement to any such transfer.

## **9. Data Security and Notification**

### **9.1. Security Measures.**

We take commercially reasonable security measures to protect against unauthorized access to, or unauthorized alteration, disclosure or destruction of, PII that you share with us.

### **9.2. No Liability for Breach.**

Because no data transmission is completely secure, and no system of physical or electronic security is impenetrable, we cannot guarantee the security of the Data that you send to us or the security of servers, networks or databases, and by using the Product you agree to assume all risk in connection with your Data. We are not responsible for any loss of such Data or the consequences thereof.

### **9.3. Breach Notification.**

In the event that we believe the security of your PII in our possession or control may have been compromised, we may seek to notify you. If notification is appropriate, we may notify you by e-mail, push notification, or otherwise.

### **9.4. How We Protect Your Information.**

IFSL INTERACTIVE FOOD SERVICE LTD is concerned with protecting your privacy and Data, but we cannot ensure or warrant the security of any information you transmit to IFSL INTERACTIVE FOOD SERVICE LTD and Third Party or guarantee that your information on the Product may not be accessed, disclosed, altered or destroyed by breach of any of our industry standard physical, technical or managerial safeguards. When you enter sensitive information (such as log in credentials) on our registration or order forms, we encrypt that information.

No method of transmission over the Internet or method of electronic storage is 100% secure, however. Therefore, we cannot guarantee its absolute security. If you have any questions about security on our Product, you can contact to Data Protection Officer.

Third Parties use an outside help platform, and a credit card processing company to bill you if you purchase services of them. We and Third Party do not retain share, store or use personally identifiable information for any other purposes.

## **10. Privacy Policy Coordinator and Processor**

**IFSL INTERACTIVE FOOD SERVICE LTD Processes Data both as a Data Controller or Data Processor as defined in the Directive and the General Data Protection Regulation (GDPR).**

### **10.1. Our Privacy Data Protection Officer.**

If you have any concerns or questions about any aspect of this policy, please feel free to contact our Data Protection Officer as follows:

Data Protection Officer:

IFSL INTERACTIVE FOOD SERVICE LTD

Δημοσθένη Σεβέρη, 12, (Dimostheni Severi, 12)

Floor 6, Flat 601

1080, Λευκωσία, Κύπρος (1080, Nicosia, Cyprus)

info@ifoodservice.ru

If you wish to exercise this right, please contact our Data Protection Officer and state which of these items you wish to opt-out of sharing with third parties.

Also, as discussed above, if you have registered on any part of the Product and you wish to update or make changes to your PII on file with us, you may contact our Data Protection Officer.

### **10.2. Privacy Policy of Third Party.**

As that noticed above in this Privacy Policy, you may opt-out of having, collecting, processing, using PII that were shared with third parties for their purposes by your request only in accordance with their own privacy policy.

**Note: Only inquiries about this policy or your PII should be sent to the Data Protection Officer. No other communications will be accepted or responded to.**

For communications on other matters, please contact us through the means described on the Product, if available (for example, in the «Contact Us» section).

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**If you don't agree to the terms contained in this Privacy Policy, you must immediately exit the Product and delete all Product's information from Device.**