

## Privacy Policy

Last Updated: 12/10/2020

TapTapEat, LLC ("Company or TTE") is committed to protecting your privacy. This Privacy Policy ("Policy") will explain how we gather, use, disclose, and manage your data. It applies to all data collected by taptapeat.com (the "Site") and any data collected by any installations, downloads, or using the Company's mobile application ("Application") or any other software supplied by the Company (collectively, with the Application the "Software"). Your use and access to the Software are subject to the Company's Terms of Use and you agree to allow TTE to collect and store your data into the Application.

### **Gathering of Personal Information**

By your use of the Application, you agree to allow TTE to collect and store your data.

We store the information you provide to us. This may include but not limited to:

- a) General Information - Name, email, mobile, telephone, birth month
- b) Order information - menu items, quantities, special instructions
- c) Cost information - order subtotals, gift cards, discounts, fees, taxes, rewards earned or used, taxes, tips, transaction totals
- d) Payment information - TTE uses 3rd party payment providers so we will never see your protected credit card information. We do store what our vendors allow: Billing Information, zip codes, last 4 digits of credit card info
- e) Event/location information, Delivery location
- f) Order receiver's contact Information - Names, Phone Numbers, Addresses and locations of Delivery Drop of details
- g) Bugs information - any information you post into our bugs text box
- h) Survey information - any information you post into surveys

TTE reserves the right to change the data we collect at any time. This is generally focused on new functionality and features.

We store the information collected automatically. This includes but not limited to:

- a) Hardware/Software information - type of device, operating system, version, or other information that can be used for product improvements.
- b) IP addresses
- c) Forwarding addresses
- d) URI strings
- e) Device information (ex. iPhone, android, etc)
- f) Location information (where you are at when accessing the Application), this is opt in only
- g) Pages visited
- h) Facebook & Google (login information)

Google Analytics - We have linked to Google's Privacy policy at the end of this Policy.

**Cookies and Web Storage:** Cookies and Web Storage (or Local Storage) are text data containing small amounts of information that are downloaded to your computer or mobile device when you visit a website and stored within your browser. Cookies are useful because they allow a website to recognize a user's device and remember a user's preferences or when a user is logged in. TTE uses cookies and web storage to store non-sensitive data only to enhance the user experience.

## **Use**

TTE uses your data for the following purposes:

- a) Fulfill orders (ASAP and scheduled)
- b) Notify customers and clients (email, phone calls, text) - TTE uses third parties for automated phone calls, texting, and email. We have linked to their privacy policies at the end of this policy. This is used to let customers and clients know when orders are received and soon to be delivered.
- c) Collect payment and send payment to our clients
- d) Account for orders and payment (accounting views)
- e) Troubleshooting bugs
- f) Troubleshooting orders
- g) Focus future development for most used services and features
- h) Aggregate marketing data for sales
  - i) Number of orders, where they come from, ticket sizes, etc
- i) Payment
  - i) TTE works with 3rd party payment vendors, we have linked to their privacy policies at the end of this Policy
- j) Delivery
  - i) TTE works with 3rd party delivery vendors, we have linked to their privacy policies at the end of this Policy
- k) Security
- l) Legal and Compliance requirements

## *Client Use*

TTE collects order data on behalf of our clients. Our clients get access to this order data and use it for:

- a) Fulfill orders (ASAP and scheduled)
- b) Collect payment and send payment to our clients
- c) Account for orders and payment (accounting views)
- d) Marketing purposes (email, text, and mailing) campaigns

## **Disclose**

TTE discloses your information in the following ways:

#### *Clients*

- a) For the most part all the information we collect during the ordering process is owned by our client. We only manage it for them. Our clients get access to all the information that is entered for the order by the customer. This includes all the information you provide to us.

#### *Third Party Vendors*

- a) As previously mentioned, we disclose the minimum necessary information to third parties to complete an order.

### **Manage**

#### *Security*

##### TTE's responsibilities

TTE continuously improves our security posture by following best practices for administrative, technical, and physical safeguards. TTE employs a security program to keep your information safe. With this in mind, we also understand that the internet is generally an unsecure place. Bugs, accidents, malicious attempts to gain access to data stores occur all the time. By use of our Application you accept that TTE cannot guarantee your data is always secure.

##### Clients and Customers responsibility

We encourage you to:

- a) Use strong passwords
- b) Notify us ([Support@taptapeat.com](mailto:Support@taptapeat.com)) if you suspect any nefarious or maliciousness against your data
- c) Keep your computer up to date with the latest patches installed
- d) Keep your browser up to date with the latest patches installed

#### *Retention*

TTE retains your data for the following reasons but not limited to:

- a) comply with fiduciary responsibilities
- b) accountancy with our clients
- c) legal responsibilities
- d) support you and our clients
- e) resolve disputes
- f) Improve our services and offerings

### **Your rights**

*You have a right to your data.* If you want your data and cannot download it yourself please contact us ([support@taptapeat.com](mailto:support@taptapeat.com)).

*You have a right to privacy.* If you want your data deleted, please contact us ([support@taptapeat.com](mailto:support@taptapeat.com)). We make our best attempt to remove your personal information without affecting our responsibilities with our clients.

You have a right to fix bad data. If you believe we have incorrect data, please contact us (support@taptapeat.com). We make our best attempt to remove your personal information without affecting our responsibilities with our clients.

*We do not sell your information.*

### **Other information**

TTE uses GoDaddy for hosting our Software and AWS for backups.

### **Contact Us**

If you have any questions about your privacy please contact us. support@taptapeat.com.

### **Third Party Services that may collect your data.**

[Postmates](#)

[DoorDash](#)

[Google](#)

- Analytics
- Single Sign On (SSO) authentication
- Maps & PlaceID

[Facebook](#)

- SSO authentication

[Stripe](#)

[Heartland](#)

[Twilio](#)

[ElasticEmail](#)

[GoDaddy](#)

[AWS](#)