

Casa del Café - PRIVACY POLICY

For Casa del Café APPLICATIONS

By creating a user account or making use of the applications as a visitor, you freely and expressly agree that your PERSONAL DATA will be consulted, processed, handled and stored by Casa del Café, and other companies deemed necessary for the effective processing of your personal information in order to provide you with the service, specifically but not limited to our external service provider "MENU", in the manner described in this data protection declaration. Casa del Café S.A. undertakes to protect the privacy of their visitors and users. The following data protection declaration describes which data Casa del Café S.A. (hereinafter referred to as "Casa del Café" or "we") processes and how we use the relevant data to help our users and visitors use our customer application for mobile device users, via a web application on a website or via an application on a "self-order kiosk" (the "Applications") and our on-demand services (collectively referred to as the "services") to offer even greater benefits. Please read the following provisions carefully so that you become aware of our data protection declaration. Please note that Casa del Café involves MENU Technologies AG ("MENU") as data processor as part of data processing and that it also processes your personal data for us as listed in this data protection declaration.

Casa del Café reserves the right to change this privacy policy. If you have any questions about this data protection declaration, please contact us at info@casadelcafe.com.ni.

1. DEFINITIONS

"User" refers to a person who uses the applications and / or has registered and registered with Casa del Café for the use or potential use of the service.

“Participating restaurant” refers to a Casa del Café store. These are solely responsible for the catering and restaurant services.

2. GENERAL

Casa del Café never knowingly collects personal information from children under the age of 18. The applications are only intended for use by adults aged 18 and over. If you believe that your child under 18 years of age used the applications and thus provided us with personal data, please contact us at info@casadelcafe.com.ni. We will then endeavour to delete the application account and the corresponding personal data.

Casa del Café participating restaurants and other companies (e.g. MENU) may be involved in the processing of data that are related to activities via the applications and / or in connection with the services described in the data protection declaration. Casa del Café, the participating restaurants and any other companies act for the purposes stated in this data protection declaration and comply with the applicable data protection laws. Responsible always remains Casa del Café .

We collect and process personal data in different ways. The personal data is voluntarily provided by the user in the course of creating and / or changing the user profile, when interacting with or using the applications and / or the services and by email communication with support or other employees. For users of the applications and / or services, this includes in particular the following information: name, email address, password (encrypted), restaurant orders, user agent when logging in, IP address, credit card information (will not be saved by Casa del Café or MENU; see paragraph 3.4 below, comments on orders, business e-mail address, home and / or delivery address, hosted persons, occasion, signature, possibly collected and / or redeemed Casa del Café points. The data of the participating restaurants include the name, address, email address, password (encrypted), telephone number, VAT, currency, tip (if any), contact person and bank details. If you place an order via an application on a "self-order kiosk" or web-application without having registered or logged in, the orders placed will be processed by us and the participating restaurant will only receive the data for order processing (including order, payment details and at store location). The receipts are saved on our servers, i.e. those of MENU. The payment information is processed by the payment processor. The payment process is authorized by the payment

processor and confirmed back to us, i.e. MENU. When ordering from a “self-order kiosk” with a login (if any) - provided that personal data is being processed - no more data is processed than when ordering via the other applications.

In detail, your order triggers a process in the participating restaurant, which the participating restaurant, Casa del Café and its service provider MENU accordingly, using your personal data, e.g. your contact details, e.g. phone number and your order informed. When your order is ready to be picked up at the counter, you will be informed either via a push message (for orders placed via the mobile application) or via SMS message (for orders placed via the web application). If the restaurant you are visiting works with guest localization, your table number or your location in the participating restaurant will also be determined by means of table number entry (on the mobile and web application), placed transmitters or antennas (kiosks). In order to receive push messages, you must have push messages activated on your smartphone and to enable the determination of your location via transmitters or antennas you must have Bluetooth activated on your smartphone and give the application permission to determine your location. For orders that you place through the self-order kiosk, a puck may show you when your order is ready for collection at the counter or your order number is displayed on a screen. Your location can also be determined using a puck, which may be distributed to you at the self-order kiosk or at the counter or you may need to enter a number into the screen. You hereby authorize Casa del Café to disclose and process your orders, personal data and in particular your location data to participating restaurants. For delivery orders, your data will be processed for the execution of this delivery to the home or other delivery address you have provided. We can also process your personal data in order to send you coupons, which we generate in the back-end system and which we then send to you, for example, as push messages. You can redeem these coupons on the mobile application, on the web application on a website or via an application on a “self-order kiosk”.

Casa del Café is the platform operator of the application and obtains your personal data, such as order data, telephone number, home and / or other delivery address, email address, and can use them for marketing purposes. Casa del Café operate the platform in their restaurants and can view their order and payment details for their respective restaurants. As a technology supplier, MENU provides the application platform Casa del

Café and can view your personal data. MENU provides Casa del Café within the application platform with functions that enable Casa del Café to communicate with you in a personalized form and to provide you with relevant information at the appropriate time.

In cases where you provide us with data on other persons within the legally permissible framework (such as when issuing a receipt), it is your responsibility to ensure that the personal data concerned and the further processing by us is in accordance with them and that the Data protection declaration complies with the applicable data protection laws. For example, you must inform the data subject and, if necessary, obtain their consent to the processing of their personal data for the purposes described in this data protection declaration.

Your personal data will be processed by MENU and saved by an external provider, complying with Data protection laws.

3. FOR WHAT PURPOSES WE PROCESS YOUR PERSONAL DATA?

3.1 TECHNICAL OPERATION AND FUNCTIONALITY OF THE WEBSITE AND APPLICATION

When you visit our website, e.g. to use our web application, our web administrators can store your personal data, including technical data, such as your IP address, the websites you visit, the internet browser you use, the one you used beforehand and subsequently visited websites and the duration of the visit / session, so that we can guarantee the proper functioning of our website. In certain cases, the browser can also query your current location to optimize your user experience. This technical data enables our web administrators to manage the website, for example by solving technical problems or improving access to certain areas of the website. This is how we ensure that you can (still) find the information provided on the website quickly and easily.

If you use our mobile application or web application, we also process your personal data, including technical data, such as for example your IP address and your device type. We use this data to provide the services, to guarantee the functions of the application, to solve technical problems, to

provide you with the correct and up-to-date version of the application and to further improve the functionality of the application.

3.2 CUSTOMER SERVICE

When you register as a user, we collect your name, your email address, your password, your IP address and your device type as well as your credit card number and the expiry date of the card (see above).

We use your personal data and contact information to provide the services, for communication purposes relating to your orders, for advertising offers and for announcements related to the services, such as when our services are temporarily unavailable due to maintenance work. We use your personal data and registration data to create and manage your Casa del Café account. We reserve the right to deactivate your account if we suspect that you are using our application to commit fraudulent or illegal acts or if you violate our terms of use.

3.3 ACTIVATION OF Casa del Café APPLICATION

LOCATION INFORMATION

We collect and process location information, for example in participating restaurants or when you place an order via the applications, provided you have given us your prior consent. We use the relevant data to inform the relevant participating restaurant in which the respective order was placed so that the service staff can process the order accordingly.

ORDERS

When you place an order via the application, we process in particular your first and / or last name, your order and your telephone number and forward it to the participating restaurant so that the service staff is able to process your order accordingly and notify you once your order is ready for pick-up. If one of our restaurants serves the orders to the table, the table number or your location is also determined so that the service staff can serve your order accordingly to your table. If you have placed an order for delivery, your home and / or delivery address will also be processed in order to be able to deliver. If you collect points with your order, we will

credit it to the points account we hold for you. If you redeem points with an (award) order, we also book this redemption in the points account we hold for you.

3.4 PAYMENT PROCESSING

If you register as a user, your credit card data and data of other payment methods will be forwarded by MENU to a PCI-compliant payment processing provider and processed by the latter in order to process payments for orders placed by you via the applications. Casa del Café and MENU are allowed to transfer the credit card details or data of other payment methods you have registered to other PCI-compliant payment processors. Casa del Café and MENU itself do not collect credit card information.

3.5 MARKETING

Casa del Café can use your contact information to send you general information about what's new at Casa del Café. You can unsubscribe from these notifications at any time.

3.6 COMPILATION OF ADMINISTRATIVE AND STATISTICAL DATA

Casa del Café and MENU use your personal data in an anonymous and aggregated form to monitor exactly which functions of the service are used the most, to analyse usage patterns and to determine where they offer their services and where they should focus. You can provide this information to third parties for industry analysis and statistical purposes.

3.7 COOKIES / GOOGLE ANALYTICS

Casa del Café uses cookies. Cookies are small text files that a website places on your computer or mobile device when you visit a page or website for the first time. Cookies help us to recognize your device the next time you visit the website. Cookies have different functions. With their help we can, for example, recall your attitudes and interests. Cookies can help us to analyze how well our website works or to adapt our content so that the relevant information is provided to you. Only the session ID is saved and transmitted in the cookies.

Most browsers can be set in the settings so that they no longer accept cookies or you will be notified when you receive a cookie. In most browsers you will find information on possible changes to your browser settings under the "Help" menu item. If you decide to deactivate and / or delete cookies in the future, you must take into account that some Casa del Café functions will then no longer be available to you.

3.8 LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA

As far as Data protection law is applicable, the following applies:

We obtain the data subject's consent for the processing of personal data.

When processing personal data, which is necessary for the performance of a contract to which the data subject is a party and to perform the services, complying with the terms of the Data protection law. This also applies to processing operations that are necessary to carry out pre-contractual measures.

Insofar as the processing of personal data is necessary to fulfil a legal obligation to which our company is subject, complying with Data protection law.

3.9 NO OBLIGATION TO PROVIDE PERSONAL DATA

You are not obliged to provide your personal data. Without your personal data, however, we cannot provide our special services to you, or only partially, through the applications.

4. RELEASE OF YOUR DATA BY US / TRANSMISSION

We do not share your personal data with third parties, except to such parties and external companies to enable or provide the services for us, process payments, provide customer support, provide location information to participating restaurants, provide marketing services, and provide website-related services (including maintenance services, database management, web analysis) and improving website functions) or to support us in analysing the use of our services. These third parties have access to your personal data and process it in order to fulfil the tasks

mentioned for us. This is in particular MENU, which operates the application and services for us.

With your consent, from time to time, we may share your personal data with its subsidiaries and/or affiliates for purposes of marketing relevant services, products and programs to you. Each of those subsidiaries and/or affiliates will safeguard your personal data. If you previously provided with such consent but no longer want your personal data to be shared, please contact the one mentioned in section 10 and request a change in your preference and/or opt-out of communications or follow the unsubscribe instructions.

Casa del Café discloses your personal data to the extent legally required or necessary for the establishment, exercise and defence of legal claims and legal procedures and, in an emergency, also data relating to security.

5. YOUR RIGHTS

As a user, you have a right to information about your personal account. This also applies to information that you have provided to us with regard to orders placed via the application. You can exercise your rights under applicable data protection laws, such as: a. enforce the right to request the correction, modification, inclusion or deletion of your personal data or to object to the processing of your personal data at any time by sending us an email at info@casadelcafe.com.ni or contacting us at the address given in section 10. A copy of your ID card or passport must be enclosed for clear identification.

You have the right to withdraw your declaration of consent under data protection law at any time. Withdrawing consent does not affect the lawfulness of processing based on consent before its withdrawal.

Casa del Café reserves the right to charge reasonable processing fees for providing relevant information in the event of unsubstantiated or excessive requests.

You can also change your personal data via your Casa del Café account and revoke the consent you have given.

6. Automated decision in individual cases including profiling

Some of your data is processed automatically in order to evaluate certain personal aspects (profiling). In particular, their order behaviour for the promotion of products is analysed.

7. DATA STORAGE

Unless otherwise stated in this data protection declaration, we store your data until you delete your Casa del Café account. If you would like to delete your Casa del Café account or request that we no longer use your data in the future to provide services to you, please contact us at info@casadelcafe.com.ni.

If these are not necessary to comply with legal obligations or to settle disputes, we will delete your personal data after deleting your account.

8. SAFETY

Casa del Café has taken appropriate technical and organizational security measures against the loss or unlawful processing of your personal data. For this purpose, your personal data will be securely stored in our database, i.e. the database of MENU. We use industry-standard, economically appropriate security measures, such as firewalls and SSL (Secure Socket Layers), and also physically secure the locations where the data is stored.

As effective as our security measures are, no security system is infallible. We cannot guarantee the security of our database, nor can we guarantee that the information you provide will not be intercepted when it is transmitted to us over the Internet. The transfer of your data to Casa del Café is always at your own risk. We recommend that you do not disclose your password to anyone.

9. CHANGES TO THIS PRIVACY POLICY

We can update this privacy policy to reflect changes in our information and data processing practices. In the event of significant changes, we will inform you before the corresponding change takes effect by e-mail and via a message on our website. By continuing to use the website and / or application and / or services, you acknowledge and agree to the updated data protection declaration. We recommend that you visit this page regularly to find out about the latest innovations in our data protection measures.

10. CONTACT INFORMATION

info@casadelcafe.com.ni