

Zenchef App privacy and cookie statement

This privacy and cookie statement was last amended on 26 October 2021.

Zenchef App is an application developed by Formitable B.V. (hereinafter referred to as: Formitable). In this application, you can create an overview of your favourite restaurants, view the availability of these restaurants and make reservations. Your privacy is of great importance to Formitable. We therefore comply with the relevant legislation and regulations on privacy, including the General Data Protection Regulation (GDPR).

Our privacy and cookie statement in brief

When processing personal data, we comply with privacy legislation. This means that we: ● **lay down our purposes clearly** through this privacy and cookie statement before processing your personal data;

- **store as little personal data as possible** and only store those data that is required for our purposes;
- **ask explicit permission** for the processing of your personal data, if permission is required; ● **take the required security measures** to protect your personal data. We also impose these obligations on parties that process personal data on our behalf;
- **respect your rights**, such as the right of access to and rectification or erasure of any personal data relating to you that we have processed.

For what purposes do we use your personal data?

In this privacy and cookie statement, we explain what we at Formitable do with information we learn about you when you use the Zenchef App. Through your use of the application, we obtain various types of personal data from you. For each purpose, we indicate what data we obtain from you, for what purpose we process these data and for how long we retain these data. If you have any questions or want to know exactly what information we hold on you, please contact us using the details at the bottom of this privacy and cookie statement.

Contact

You can contact us in various ways, by telephone or by email.

To this end, we will process the following personal data:

- name;
- email address;
- telephone number;
- any information you enter yourself as the content of a message.

We use this information in order to be able to handle your contact request effectively and to perform the agreement with you in this regard. We retain this information until we are certain that you are satisfied with our response.

Download our application

In order to use our application, you must download our application. You can do this via the App Store or via the Google Play Store. We have no control over which personal data the provider concerned ([Apple](#) or [Google](#)) processes and for what purpose. We therefore advise you to read the relevant privacy and cookie statements of the provider concerned.

Account

To use our application, you must log in to your account. First, you must register. Once you have registered, you can log in with your account and access the application. You can also log in using your [Google](#) account or via a [Magic Link](#) that is sent to your email address. If you want to know what these parties do with your personal data, please read the privacy statement of the party concerned.

To this end, we will process the following personal data:

- email address;
- telephone number;
- Google account data.

We use these data in order to be able to perform the agreement we enter into with you. We retain these data until you cancel your account or have not logged in for two years. In both cases, we assume that you no longer wish to make use of our services.

Use of application

Once you have created an account and logged in, you can start using the application. Within the application, you can discover and follow restaurants, view the availability of these restaurants and make reservations. In addition, you may have previously used our services by making a reservation with one of our affiliated restaurants via our reservation widget on the restaurant's website. Based on this previous reservation (or reservations), if you choose, we can also show you an overview of restaurants that are relevant to you in the application and your reservations.

To this end, we will process the following personal data:

- account details;
- name;
- location details;
- payment details;
- reservation details;
- previous reservations;
- any restaurants you have added to your overview.

We use these data in order to be able to perform the agreement we enter into with you. We retain these data until you cancel your account or if you have not logged in for two years. In both cases, we assume that you no longer wish to make use of our services. We retain some data for longer if we are required to do so by law (for example, because of the tax-related retention obligation).

We will only process your location data on the basis of your consent. You can withdraw your consent at any time by adjusting your preferences in your phone settings.

Notifications

If you use our application, you might choose to allow us to send notifications. These messages will then appear on your device.

To this end, we will process the following personal data:

- reservation details (date, time and restaurant);
- waiting list availability;

- email address.

We will only use these data if you have consented to it. We will retain this information until you withdraw your consent. You can withdraw your consent at any time by adjusting your preferences in your phone settings.

When can we share your personal data with third parties?

We will only share your personal data with third parties where this is permitted under the current legislation. We may provide your personal data to third parties because:

- we have engaged them to process certain data;
- this is required in performing the agreement with you;
- you have provided permission to do so;
- we have a legitimate interest in doing so;
- we are legally obliged to do so (for example, if the police so demand in case of a suspicion of a crime).

The parties that process personal data on our or your instruction include:

- IT suppliers and IT service providers;
- the hosting party;
- payment service providers;
- affiliated restaurants;
- partners.

In order to provide our services, we may provide your personal data to parties located outside the European Economic Area (EEA). We only do so if the personal data are processed with an appropriate level of protection. This means, for example, that we use a model agreement of the European Commission or make agreements concerning the handling of personal data.

Are your personal data protected?

We have taken appropriate technical and organisational measures against loss or any form of unlawful processing (such as unauthorised inspection, impairment, alteration or provision of personal data) in connection with the processing of personal data to be performed. In addition, the personal data we obtain from you will only be stored within the European Economic Area.

What privacy rights do you have?

You have the following rights:

- **right of access:** you have the right to access any personal data relating to you that we process;
- **right to rectification:** you have the right to correct or supplement any personal data relating to you that we process if they are incorrect or incomplete;
- **right to object:** you can object to the processing of your personal data and to direct marketing;
- **right to erasure:** you can ask us to delete your personal data;
- **right to withdraw your consent:** if you have given us permission to process personal data, you can withdraw this consent at any time;
- **right to data portability:** insofar as this is technically possible, you have the right to have any personal data relating to you that we process transferred to a third party;
- **right to restrict processing:** in some cases, you may ask us to restrict the processing of your

personal data (temporarily or otherwise).

In the event of such a request, we may ask you to provide identification. We do this to confirm that you are indeed the person to whom the personal data belong.

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In principle, we will comply with your request within one month. However, this term may be extended by two months for reasons relating to the specific privacy rights or the complexity of the request. If we extend this term, we will inform you in good time.

If you wish to exercise any of your rights, you can let us know via privacy.zenchefapp@zenchef.com.

Amendments to this privacy and cookie statement

Clearly, if our application changes, we also have to amend our privacy and cookie statement. Therefore, you should consult this privacy and cookie statement on a regular basis for the most up-to-date information.

Questions or complaints

If you have any questions or wish to complain about the use of your personal data, you can contact us using the contact details at the bottom of this privacy and cookie statement. We handle every question and complaint internally and will discuss this with you in further detail. If you believe we have not handled your data properly, you have the right to submit a complaint to the supervisory authority, the [Dutch Data Protection Authority](#).

Contact details

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