

# PRIVACY POLICY



**Last Updated: 9th December, 2020**

## **1. INTRODUCTION**

Thank you for using RESERVit! Your trust is important to us and we're committed to protecting the privacy and security of your personal information. The information that's shared with us helps us to provide a great experience with RESERVit. We have a dedicated privacy team that's committed to protecting all the personal information we collect and help ensure that personal information is handled properly.

This Privacy Policy describes how we collect, use, process, and disclose your personal information, in conjunction with your access to and use of the RESERVit Platform. This privacy policy describes our privacy practices for all websites, platforms and services RESERVit offers. Please read this privacy policy carefully before using RESERVit.

### **1.1 Definitions**

If you see an undefined term in this Privacy Policy, please contact us for clarification.

"Client" or "Client's Establishment" is defined as the pub/restaurant/café or any other establishment that has a partnership with RESERVit.

"Customer" or "Guest" is defined as the individual(s) that are making a reservation, takeaway order, or shop purchase on the RESERVit platform.

"Platform" or "Site" is defined as the Reservit.ie website or any media form, media channel, mobile website or mobile application related, linked, or otherwise connected thereto that is capable of carrying out the desired function of allowing Customers of the Client make reservations, takeaway order, or shop purchases at the establishment which includes but is not limited to the bar/restaurant/café/establishment owned by the Client.

"Booking System" or "Reservation System" are defined as the functionality built into the Platform whereby Customers of the Client can create and manage their reservations/bookings at the Client's Establishment.

"Takeaway System" is defined as the functionality built into the platform whereby Customers of the Client can order and pay for takeaway food and beverages on the Platform.

"Shop System" is defined as the functionality built into the Platform whereby Customers of the Client can purchase products from the Client.

## 1.2 Data Controller and Data Processor

When this policy references RESERVit (“**Company**”, “**we**”, “**us**”, or “**our**”), it refers to the company that is responsible for your information under this Privacy Policy (the “Data Controller”). The Company collects your data and we allow our Clients to have access to the information you provided if you make a reservation or purchase in their establishment via the Platform. Once your information has been given to our Clients, they are responsible for your data if they handle it outside our Platform, and the Company can no longer be held responsible or liable for breaches of your data. If you would like more information on this, we ask that you contact the relevant Client to ask them how they are processing your data and what measures they have in place. Your data is securely stored with Spiral Hosting Limited of 8-9 Marino Mart, Dublin, Ireland, D03 P590. Data may be processed by using third party processing software, for example, Google Analytics (Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA), however, this will be for the purposes outlined in Section 3.

## 1.3 Applicability to Payments

Sensitive information such as card details will be handled securely by a third party (Stripe Inc.). The Company and its Clients will not have any access to this sensitive information and by using the Platform you are agreeing to allow a third party to securely process your payments. The Company does not control, supervise, or manage the data you provide to Stripe to carry out a payment however, if you would like more information on how Stripe processes your data, you may refer to their Privacy Policy.

## 2. INFORMATION WE COLLECT

There are three general categories of information we collect.

### 2.1 Information You Give to Us.

#### 2.1.1 Information that is necessary for the use of the RESERVit Platform.

We ask for and collect the following personal information about you, the Customer, when you use the Platform. This information is necessary for the adequate performance of the contract between you and us and to allow us to comply with our legal obligations. Without it, we may not be able to provide you with all the requested services.

- **Account Information.** If you sign up for a RESERVit Account, we require certain information such as your first name, last name, email address, and phone number. If you make a reservation, a takeaway order, or a shop purchase on our Platform without creating an account we may still require your first name, last name, email address, and phone number.
- **Identity Verification Information.** To help create and maintain a trusted environment, our Clients may verify your identification (such as visual inspection of your government issued ID, passport, national ID card, or driving license, as permitted by applicable laws) or other authentication information when you show up for a reservation or collection of a product in order to verify your details provided at the time of the booking however, this will be at the Client’s discretion. Clients reserve the right to cancel reservations or deny services based on identification discrepancies and the Company will not be held responsible or liable for this or any resulting damages or inconveniences.
- **Payment Information.** To use certain features of the Platform (such as Booking System deposits, Takeaway System orders, Shop System purchases), we may require you to provide certain financial information (like your bank account or credit/debit card information) in order to facilitate the processing of payments (via Stripe). The Company and its Clients will not have access to sensitive banking information.

- **Communications with RESERVit and its Clients.** When you communicate with RESERVit or use the Platform to communicate with our Clients, we collect information about your communication and any information you choose to provide.
- **Delivery Address.** If you are using the Takeaway System or Shop System functions on the Platform, your address will be required by the Client in order to have your order fulfilled and delivered, where applicable. The Company will treat this information as highly confidential and it is handled securely on the Platform. If data is taken off the Platform by the Client for any reason the Company is no longer responsible for that data. See section 3.3.

#### 2.1.2 Information you choose to give us.

You may choose to provide us with additional personal information in order to obtain a better user experience when using the Platform. This additional information will be processed based on our legitimate interest or, when applicable, your consent.

- **Additional Profile Information.** You may choose to provide additional information as part of your Platform profile (such as gender, city, and a personal description). Some of this information as indicated in your Account settings is part of your profile page, and will be visible to Clients using our platform when you make a reservation, a takeaway order, or a shop purchase.
- **Other Information.** You may otherwise choose to provide us information when you fill in a form, update or add information to your Platform Account, respond to surveys, post to community forums, participate in promotions, communicate with our customer care team, share your experience with us (such as through Client Reviews), or use other features of the RESERVit Platform.

#### 2.1.3 Information that is necessary for the use of the Payment Services (Table Bookings, Takeaway Functionality, Shop Functionality).

The Third Party Payments Data Controller (Stripe Inc.) needs to collect the following information necessary for the adequate performance of the contract with you and to comply with applicable law (such as anti-money laundering regulations). Without it, you will not be able to use Payment Services.

- **Payment Information.** When you use the Payment Services, the Payments Data Controller (Stripe Inc.) requires certain financial information (like your bank account or credit/debit card information) in order to process payments and comply with applicable laws.
- **Identity Verification and Other Information.** If you are a Client, the Payments Data Controller may require identity verification information (such as images of your government issued ID, passport, national ID card, or driving license) or other authentication information, your date of birth, your address, email address, phone number and other information in order to verify your identity, provide the Payment Services to you, and to comply with applicable law.

#### 2.1.4 Information We Automatically Collect from Your Use of the RESERVit Platform and Payment Services.

When you use the RESERVit Platform and the Payment Services, we automatically collect personal information about the services you use and how you use them. This information is necessary for the adequate performance of the contract between you and us, to enable us to comply with legal obligations and given our legitimate interest in being able to provide and improve the functionalities of the RESERVit Platform and Payment Services.

- **Usage Information.** We collect information about your interactions with the RESERVit Platform such as the pages or content you view, your searches for Clients, reservations you have made, and other actions on the Platform.

- **Log Data and Device Information.** We automatically collect log data and device information when you access and use the RESERVit Platform, even if you have not created a Platform Account or logged in. That information includes, among other things: details about how you've used the RESERVit Platform (including if you clicked on links to third party applications), IP address, access dates and times, hardware and software information, device information, device event information, unique identifiers, crash data, cookie data, reservation information and if you have paid a deposit, and the pages you've viewed or engaged with before or after using the RESERVit Platform.
- **Cookies and Similar Technologies.** We use cookies and other similar technologies when you use our platform, use our mobile app, or engage with our online ads or email communications. We may collect certain information by automated means using technologies such as cookies, web beacons, pixels, browser analysis tools, server logs, and mobile identifiers. In many cases the information we collect using cookies and other tools is only used in a non-identifiable manner without reference to personal information. For example, we may use information we collect to better understand website traffic patterns and to optimise our website flow to create a better user experience.

#### 2.1.5 Information We Collect from Third Parties.

RESERVit may collect information, including personal information, that others provide about you when they use the RESERVit Platform, or obtain information from other sources and combine that with information we collect through the RESERVit Platform and the Payment Services. We do not control, supervise or respond to how the third parties providing your information process your Personal Information, and any information request regarding the disclosure of your personal information to us should be directed to such third parties.

- **Third Party Services.** If you link, connect, or login to your RESERVit Account with a third party service (e.g. Google, Facebook), the third party service may send us information such as your registration, friends list, and profile information from that service. This information varies and is controlled by that service or as authorised by you via your privacy settings at that service.

## **2.2 Our Role as the Data Controller**

It is important to understand the difference between being a data controller and data processor as mentioned in Section 1.2.

When bookings are made for a Client using the RESERVit Platform on any other digital systems, then the Client is responsible for tracking marketing preferences.

We are not responsible for any Client's use of information for which it is an owner or controller. To learn more about how a Client may use such personal information, you should review their privacy notice or contact them directly.

## **2.3 Children's Data.**

Our websites and applications are not directed to children under 18 and we do not knowingly collect any personal information directly from children under 18. If you believe that we are processing the personal information pertaining to a child inappropriately, we take this very seriously and urge you to contact us using the information provided under the "8. CONTACT US" section below.

## **3. HOW WE USE INFORMATION WE COLLECT**

We may use, store, and process personal information to (1) provide, improve, and develop the RESERVit Platform, (2) create and maintain a trusted and safer environment (such as to comply with our legal obligations and ensure compliance with RESERVit Policies) and (3) Clients of RESERVit will have full control and responsibility for your data if handled/used/downloaded outside the RESERVit platform, and

you should contact the relevant Client regarding this should you have any questions or concerns. RESERVit will solely use data you provide to us for improvement purposes, and for contacting you in the form of a reservation/order confirmation, unless you have opted-in for marketing communications. Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through any Public Message boards, or Reviews service, this information may be collected and used by others, and RESERVit will not be held responsible for this.

RESERVit does not sell, rent or lease its Customer lists to third parties.

RESERVit may share your information with other third parties for marketing purposes with your consent. More details can be seen in the Your Choices section below. In such cases, please note that you are subject to the separate privacy policies of such third parties.

### **3.1 Provide, Improve, and Develop the RESERVit Platform.**

We may use the personal information to provide, improve, and develop the RESERVit Platform such as to:

- enable you to access and use the RESERVit Platform,
- enable you to communicate with our Clients,
- provide customer service,
- if you provide us with your contact information, we may process this information: (i) to facilitate your reservation invitations, (ii) send your reservation requests to Clients, (iii) for fraud detection and prevention, and (iv) for any purpose you authorise at the time of collection

### **3.2 Create and Maintain a Trusted and Safer Environment.**

We may use the personal information to create and maintain a trusted and safer environment such as to:

- detect and prevent fraud, spam, abuse, security incidents, and other harmful activity,
- comply with our legal obligations,
- enforce our Terms of Use and other policies

### **3.3 Clients of RESERVit have access to your data.**

Your data will be managed by our Clients in line with GDPR within the EU. RESERVit accepts no responsibility for breaches in personal data as a result of errors in Client-Customer data management, unless we have committed an error that has been determined by law-officials to have led to the breach. By using the Platform and agreeing to our Privacy Policy you acknowledge and understand this.

- Clients may want to use your data for contact purposes to confirm information you have provided on our Platform,
- Clients may want to use your data for marketing purposes, however you (the Customer) have a right to unsubscribe from this

### **3.4 SMS Terms**

In some cases, the Client may use your phone number in order to send an SMS to you to confirm your booking or provide information about the reservation, the takeaway order, the shop purchase, or marketing in the event you have opted-in to receive these. Furthermore, your phone number may be passed to government officials in the HSE (Irish Health Authority) in order to carry out contact-tracing in the event you are thought to have been in close contact with a confirmed case of COVID-19, at the sole discretion and responsibility of the Client.

### **3.5 Your Choices**

You have choices on the promotional messages that you choose to receive.

- You can limit the information you provide to RESERVit. Participation in promotions and marketing programs is voluntary.

- You can choose whether or not you wish to receive information from the Client. If you do not want to receive direct marketing communications from the Client, you can opt-out by not ticking the relevant boxes on the forms where we collect your personal information.
  - o If you would like to opt out of marketing emails being sent to you by the Client, we ask that you contact them directly.
- You can limit the communications that RESERVit sends to you.
  - o To opt-out of marketing emails from us, simply click the link labelled “unsubscribe” at the bottom of any marketing email we send you or access the notification settings in your RESERVit Account, or simply email us at [info@reservit.ie](mailto:info@reservit.ie).
  - o To revoke permissions that you may have given to send promotional text messages, text STOP in response to any message.

## **4. SHARING & DISCLOSURE**

### **4.1 Sharing between Clients and Customers.**

To help facilitate bookings or other interactions on the Platform between Clients and Customers, we may need to share certain information, including personal information, with our Clients, as it is necessary for the adequate performance of the contract between you and us, as follows:

- When you, as a Customer, submit a reservation or purchase order request, certain information about you is shared with the Client, including your full name, the full name of any additional Guests (if provided), your cancellation/no show history, address and other information you agree to share. When your booking/purchase is confirmed, we will disclose additional information to assist with coordinating the reservation/purchase, like your phone number or home address, or both.

### **4.2 Compliance with Law, Responding to Legal Requests, Preventing Harm and Protection of our Rights.**

RESERVit may disclose your information, including personal information, to courts, law enforcement, governmental authorities, tax authorities, or authorised third parties, if and to the extent we are required or permitted to do so by law or if such disclosure is reasonably necessary: (i) to comply with our legal obligations, (ii) to comply with a valid legal request or to respond to claims asserted against RESERVit, (iii) to respond to a valid legal request relating to a criminal investigation or alleged or suspected illegal activity or any other activity that may expose us, you, or any other of our users to legal liability or (v) to protect the rights, property or personal safety of RESERVit, its employees, its Members, or members of the public. For example, if permitted due to the forgoing circumstances, Host tax information may be shared with tax authorities or other governmental agencies.

These disclosures may be necessary to comply with our legal obligations, for the protection of your or another person's vital interests or for the purposes of our or a third party's legitimate interest in keeping the RESERVit Platform secure, preventing harm or crime, enforcing or defending legal rights, facilitating the collection of taxes and prevention of tax fraud or preventing damage.

### **4.3 Government Registration.**

In jurisdictions where RESERVit facilitates or requires a registration, notification, permit, or license application of a Host with a local governmental authority through the RESERVit Platform in accordance with local law, we may share information of participating Clients with the relevant authority, both during the application process and, if applicable, periodically thereafter, such as the Client's full name and contact details, business address, business tax identification number, Listing details, and number of reservations.

## **5. YOUR RIGHTS**

Consistent with applicable law, you may exercise any of the rights described in this section before your applicable RESERVit Data Controller. Please note that we may ask you to verify your identity and request before taking further action on your request.

### **5.1 Managing Your Information.**

You may access and update some of your information through your Account settings. If you have chosen to connect your RESERVit Account to a third-party application, like Facebook or Google, you can change your settings and remove permission for the app by changing your Account settings. You are responsible for keeping your personal information up-to-date.

### **5.2 Rectification of Inaccurate or Incomplete Information.**

You have the right to ask us to correct inaccurate or incomplete personal information about you (and which you cannot update yourself within your RESERVit Account).

### **5.3 Data Access and Portability.**

Applicable law may entitle you to request certain copies of your personal information held by us. You may also be entitled to request copies of personal information that you have provided to us in a structured, commonly used, and machine-readable format and/or request us to transmit this information to another service provider (where technically feasible). You may access your information by emailing us [info@reservit.ie](mailto:info@reservit.ie).

### **5.4 Data Retention and Erasure.**

We generally retain your personal information for contact tracing purposes and for purposes outlined in Section 3 after your reservation. If you create an account, we will hold it for as long as is necessary for the performance of the contract between you and us and to comply with our legal obligations. This retention period is reviewed regularly and may change. You can request to have all your personal information deleted entirely, in this case please email us at [info@reservit.ie](mailto:info@reservit.ie).

### **5.5 Lodging Complaints.**

You have the right to lodge complaints about our data processing activities by filing a complaint with our Data Protection Officer who can be reached by the “Contact Us” section below or with a supervisory authority.

### **5.6 Other Information**

If you have any other queries surrounding the use of your personal data, please do not hesitate to use our “Contact Us” form and we will be happy to provide you with information on this.

## **6. SECURITY**

We are continuously implementing and updating administrative, technical, and physical security measures to help protect your information against unauthorised access, loss, destruction, or alteration. Some of the safeguards we use to protect your information are data encryption, and information access controls. If you know or have reason to believe that your Platform Account credentials have been lost, stolen, misappropriated, or otherwise compromised or in case of any actual or suspected unauthorised use of your Platform Account, please contact us following the instructions in the Contact Us section below.

RESERVit has put precautions in place in order to protect your data. Any sensitive information that you submit via the Platform is encrypted and protected by establishing a Secure Socket Layer (SSL) between you and the web server to prevent your data transmission from being intercepted by unauthorised individuals. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer, the url bar on Google Chrome, or by having https at the beginning of the url. If you notice that this is not the case please email us immediately at [info@reservit.ie](mailto:info@reservit.ie) so we can investigate. While we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. We utilise best practices for web security to ensure mitigation of hazards associated with data breaches and the Platform has been developed with web security as a priority. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password (if you created an account) which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

**Data is stored securely on our Platform hosted with Spiral Hosting:**

Spiral Hosting Limited – Company number: 513696

Ground Floor, 8-9 Marino Mart, Fairview, D03 P590, IRELAND

If you have questions or concerns about this company, please get in contact with them by emailing [privacy@spiralhosting.com](mailto:privacy@spiralhosting.com) making reference to RESERVit in your query.

## **7. CHANGES TO THIS PRIVACY POLICY**

RESERVit reserves the right to modify this Privacy Policy at any time in accordance with this provision. If we make changes to this Privacy Policy, we will post the revised Privacy Policy on the RESERVit Platform and update the “Last updated” date at the top of this Privacy Policy. We may also provide you with notice of the modification by email outlining the date they become effective with as much notice as we can possibly give. If you disagree with the revised Privacy Policy, you may cancel your Account. If you do not cancel your Account before the date the revised Privacy Policy becomes effective, your continued access to or use of the RESERVit Platform will be subject to the revised Privacy Policy.

## **8. CONTACT US**

If you have any questions or complaints about this Privacy Policy or RESERVit’s information handling practices, you may email us at the email addresses provided in the relevant sections above or contact us via post. In the event you would like to contact us via post please email us for our mailing address:

RESERVit

Email: [info@reservit.ie](mailto:info@reservit.ie)

**Business Name Registration Number: 663095**

**This can be verified on Company Registration Office of Ireland**