

PRIVACY POLICY

Overview

This notice is relevant to anyone who uses Menuria's website and app (App).

Moon-i Pty Ltd ABN: 28 634 993 829 trading as Menuria (Menuria) aims to protect the privacy of all visitors to our website and application (together the App). Please read the following policy which explains how we use and protect your personal information. When you visit our App and agree to our Terms of Use, Merchant Terms of Use, any other terms or conditions or otherwise interact with us, you agree to our collection, use, storage and disclosure of your personal information in accordance with this policy. We will update this policy if our information handling practices change. Any revised privacy policy will take effect when it is published on the App. Please note that any websites that may be linked to our App are subject to their own privacy policy.

Collection statement (Website / App)

We collect personal information when you use the App, register for an account, or contact us. What we collect depends on how you'd like to use our services.

Moon-i Pty Ltd ABN: 28 634 993 829 trading as Menuria (Menuria) collects and handles your personal information when you access our website and app

(App); create an account with us; order and pay for products at a venue or restaurant; and to provide you with information about our App, Services, and promotions. We only disclose your personal information as described in our Privacy Policy, and you consent to these disclosures. We use third party service providers in Australia and overseas to assist us with customer support, IT, web hosting, data storage, back-up and data analysis services. We require our service providers to have appropriate controls to protect your personal information in a manner that is consistent with our Privacy Policy and that they only use your information for authorised purposes. You don't have to give us all the information we ask you to provide, but this may limit our ability to provide you with the Services. You have a right to ask us to update or correct your personal information. To contact us with any questions or privacy related queries please email info@menu-ria.com.au.

Personal information we collect

We collect personal information when you use the App, register for an account, or contact us. What we collect depends on how you'd like to use our services.

'Personal information' is any information about you, from which you can be identified. Our collection of your personal information will depend on our relationship with you, the circumstances of collection, and the Services you use. We only collect the information we need for the function or activity we are carrying out. We may collect personal information in the following circumstances:

Directly from you

Using the App: The main way we collect personal information about you is when you give it to us. For example, when you use the App to make an order from a Venue, we may ask you to provide information about yourself including your:– name;– email address;– mobile number; and – payment information (such as credit or debit card information). **Communication with us:** We collect the information you provide when you contact us for support or with questions, apply for a job with us, or seek to become a service provider. We collect personal information in person, over the telephone, on hard copy forms, and through letters and emails.

From your device

Use of the App: The information we collect from your use of the App may include Venues visited, what you have ordered and when, interaction with third party apps, communications with us, and app interactions with Menuria. If you haven't registered for an account with us, we may still collect some information from your use of the App. This information may be matched to your account if you decide to sign up for one later. **Cookies and similar technologies:** A cookie is a tiny data file that resides on your device that allows us to recognise you when you use the App using the same device without you needing to login to your account. Cookies allow us to collect your App access data, provide you with targeted content and help us understand and analyse the functioning of the App. Cookies may come from us (first party cookies) or from third parties whose services we use (third party cookies). **Device & Log data:** we may collect information including unique device identifiers, IP address, operating system version, device settings, time and duration of your App use, and search data.

Sensitive information

We generally do not ask for, or collect sensitive information about you, unless you provide it to us voluntarily. For example, if you make a complaint about the Services, you may voluntarily provide sensitive information such as allergies or health conditions. If you do provide sensitive information to us voluntarily, you consent to us collecting this information. Not all of the information that we collect from you is personal information when we collect it, but it may become personal information when we match it with the other information you have provided us or we have collected. You don't have to give us all the information we ask you to provide, but this may limit how we interact with you, and which services we can provide.

Use of your personal information

We use your personal information for limited purposes including to provide you with our services, to communicate with you, and to improve the App.

The purpose for which we collect, use, hold and disclose your personal information is to give effect to the interaction you have with us. This may include to:— provide and administer our App and related products and services;— provide information and notices about your App account;— send you a receipt;— understand your use of the App; — advise you of promotions we think you might like; — work with our venues and their sponsors create a unique, personalised experience for you; — maintain our records and comply with our legal obligations; and — for any other purpose disclosed at the time the information is collected or to which you consent. We may perform

statistical analysis of user activity and characteristics to measure interest in and use of the App and Services and to inform others of such information, as well as the number of users who have been exposed to or have clicked on any particular areas of or offers within the App. We may also use your personal information for related purposes that you would reasonably expect.

Direct marketing

We love to send you information that we think may interest you, but we always give you the opportunity to say 'no thanks' and unsubscribe.

We may send communications to you about our activities and services. If we use your personal information for direct marketing purposes, we will give you the opportunity to opt out of receiving any further marketing material by using our unsubscribe facilities. If you choose to opt out of all communications, please note that we may still contact you for other reasonable purposes, including for example to provide information about the validity of your account with us. Sometimes we may give you the option to receive further communications from one of our venue partners, for example when we run a promotion in conjunction with that venue. If you do choose to opt in by expressly providing consent to receive communications from that third-party venue, we may disclose your personal information to that third party. In this circumstance, we require that third party to agree that your personal information be dealt with in accordance with that third party's own privacy policy and in accordance with all applicable privacy and spam laws.

Disclosure

We share your personal information with our trusted partner venues, and our service providers in Australia and overseas to create a unique, personalised experience for you.

We may disclose your personal information to third parties such as our contractors, agents and service providers who help us deliver, administer and support our activities including for example: to deliver marketing and digital marketing services; to conduct market research and analysis; to host our servers and website; to conduct data analysis and data matching services; and when required by law. Some of the third parties we disclose your personal information to may be based in or have servers located overseas, including but not limited to the USA, the UK and India. We take reasonable steps to ensure that our overseas service providers will only process your personal information for authorised purposes, and have appropriate technical, organisational and contractual means to protect your personal information. You consent to us disclosing your personal information to our overseas service providers on this basis.

Security

We place great importance on protecting your personal information. We insist that our service providers live up to the same data privacy and security standards.

We place great importance on protecting us and our users from unauthorised access to, or the unauthorised alteration, disclosure or destruction of, the information we collect. We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems. Personal information that is maintained on our systems (or the systems of those who provide service to us or on our behalf) is protected using industry standard security measures. However, no security measures are perfect or impenetrable, and we cannot guarantee that your personal information will be completely secure. We have a data breach policy in place to deal with any actual or suspected data breach.

Data retention

We hold your personal information for as long as we need it to provide our services. We destroy or de-identify it once the purpose of our collection has ended.

Your personal information will be retained for as long is reasonably necessary for the purpose for which it was collected, or as required by law. When we no longer need your personal information, we have procedures in place to either destroy or to permanently de-identify the information.

Enquiries and corrections

If you wish to enquire about the personal information that we hold about you, please contact our Privacy Officer.

If you wish to access the personal information that we hold about you, if your personal information changes, or if you no longer wish to receive non-account specific information from us, you can access, correct, update or ask us to remove personal information about you that we have collected by using the functionality contained in the App (if any) or contacting using the details below. When updating your personal information, we may ask you to verify your identity before we act on your request. Where we can provide information access and correction, we will do so for free, except where it would require a disproportionate effort. If you are concerned that there may have been some inappropriate use or disclosure or any other breach relating to your personal information, we would like to know. Please contact our Privacy Officer using the details below. If we cannot resolve your complaint to a satisfactory standard, you are entitled to lodge your complaint with the Office of the Australian Information Commissioner at www.oaic.gov.au. Menuria Privacy Officer info@menu-ria.com.au.