

## Privacy Policy

Effective Date: 23 May 2023

### Introduction

This Privacy Policy describes how Euro Store for iOS and Android ("we," "us," or "our") collects, uses, discloses, and protects the personal information of users ("you" or "your") who use our grocery store mobile application ("App") to order groceries online for delivery to their addresses. We are committed to safeguarding your privacy and ensuring the security of your personal information. By using our App, you consent to the practices described in this Privacy Policy.

### Information We Collect

#### 1.1 Personal Information

We may collect the following personal information when you use our App:

Contact information (such as name, email address, phone number, and delivery address)

Account information (such as username and password)

Payment information (such as credit card details)

Order history and preferences

Communication preferences

Device information (such as device type, operating system, and unique device identifiers)

Location information (if you enable location services on your device)

#### 1.2 Non-Personal Information

We may also collect non-personal information, such as aggregated data, which does not directly identify you. This information may include usage statistics, device information, and demographic information.

### How We Use Your Information

We may use the collected information for the following purposes:

To process and fulfill your orders

To provide customer support and respond to your inquiries

To personalize your experience with our App

To improve our products and services

To send you promotional offers, newsletters, and marketing communications (you may opt-out at any time)

To detect and prevent fraudulent or unauthorized activities

To comply with legal obligations

### Information Sharing and Disclosure

We may share your personal information in the following circumstances:

With our trusted third-party service providers who assist us in operating our business, such as payment processors, delivery partners, and customer support providers. These service

providers are contractually obligated to handle your information securely and only for the purposes specified by us.

With law enforcement agencies, regulatory authorities, or as required by law to comply with legal obligations, protect our rights, or respond to legal requests.

In connection with a business transaction, such as a merger, acquisition, or sale of assets. In such cases, we will ensure that the recipient of your information is bound by privacy obligations similar to those in this Privacy Policy.

With your consent or at your direction.

#### Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no method of transmission over the internet or electronic storage is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

#### Third-Party Links and Services

Our App may contain links to third-party websites or services. We are not responsible for the privacy practices or the content of such websites or services. We encourage you to review the privacy policies of those third parties.

#### Children's Privacy

Our App is not intended for use by individuals under the age of 16. We do not knowingly collect personal information from children. If we become aware that we have collected personal information from a child without parental consent, we will take steps to delete the information as soon as possible.

#### Your Rights

You have certain rights regarding your personal information, including the right to access, correct, or delete your information. To exercise these rights or if you have any questions or concerns about our privacy practices, please contact us using the information provided below.

#### Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any material changes by posting the updated Privacy Policy on our App or by other means.

#### Contact Us

If you have any questions, comments, or requests regarding this Privacy Policy or our privacy practices, please contact us at:

Euro Store for iOS and Android