
Privacy Policy for Velbet Clientes

Last updated: February 27, 2026

This Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your information when You use the Service and tells You about Your privacy rights and how the law protects You.

We use Your Personal data to provide and improve the Service. By using the Service, You agree to the collection and use of information in accordance with this Privacy Policy.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Privacy Policy:

- **Account** means a unique account created for You to access our Service or parts of our Service.
- **AI Service Provider** means any third-party entity that provides Artificial Intelligence models or processing services (such as OpenAI, Anthropic, or Google Cloud AI) used by the Application to enhance user experience, such as automated reservations or customer support.
- **Affiliate** means an entity that controls, is controlled by or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest or other securities entitled to vote for election of directors or other managing authority.
- **Application** refers to Velbet Clientes, the software program provided by the Company.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Velbet Clientes.
- **Country** refers to: Colombia (or California, United States, as per your previous version).
- **Device** means any device that can access the Service such as a computer, a cellphone or a digital tablet.
- **Personal Data** is any information that relates to an identified or identifiable individual.

- **Service** refers to the Application.
 - **Service Provider** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service or to assist the Company in analyzing how the Service is used.
 - **Third-party Social Media Service** refers to any website or any social network website through which a User can log in or create an account to use the Service.
 - **Usage Data** refers to data collected automatically, either generated by the use of the Service or from the Service infrastructure itself.
 - **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
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Collecting and Using Your Personal Data

Types of Data Collected

Personal Data While using Our Service, We may ask You to provide Us with certain personally identifiable information:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City

Usage Data Usage Data is collected automatically when using the Service and may include Your Device's IP address, browser type, unique device identifiers, and other diagnostic data.

Information Collected while Using the Application With Your prior permission, We may collect:

- Information regarding your location.
 - Pictures and other information from your Device's camera and photo library.
 - **AI Inputs:** Text or voice data provided by You to interact with our automated reservation or support systems.
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Use of Your Personal Data

The Company may use Personal Data for the following purposes:

- **To provide and maintain our Service**, including to monitor the usage of our Service.

- **To manage Your Account.**
 - **To provide AI-powered features:** We process Your Personal Data through third-party AI Service Providers to facilitate automated restaurant reservations, customer support inquiries, and personalized dining recommendations.
 - **To contact You** by email, telephone calls, SMS, or push notifications.
 - **For the performance of a contract.**
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AI Data Processing and Consent

Our Application includes features powered by Artificial Intelligence. To use these features, certain data (such as your name, reservation details, or chat history) may be transmitted to an AI Service Provider.

- **Transparency:** We will always identify the third-party AI service being used within the interface.
 - **Explicit Consent:** The Application will ask for your explicit permission before your data is shared with a third-party AI service for the first time.
 - **Data Minimization:** We only send the minimum amount of data necessary to fulfill your specific request (e.g., to process a booking).
 - **Protection:** We ensure that all AI Service Providers provide the same or equal protection of your Personal Data as outlined in this policy.
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Sharing Your Personal Data

We may share Your personal information in the following situations:

- **With Service Providers:** To monitor and analyze the use of our Service.
 - **With AI Service Providers:** To provide automated assistance and reservation features, provided that You have granted explicit permission within the App.
 - **With Affiliates and Business Partners.**
 - **With Your consent:** We may disclose Your personal information for any other purpose with Your explicit consent.
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Retention and Transfer of Your Personal Data

The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. Your information may be processed at the Company's operating offices and in any other places where the parties involved in the processing are located.

Delete Your Personal Data

You have the right to delete or request that We assist in deleting the Personal Data that We have collected about You. You may update or delete Your information at any time by signing in to Your Account.

Security of Your Personal Data

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet is 100% secure. We strive to use commercially acceptable means to protect Your Personal Data.

Children's Privacy

Our Service does not address anyone under the age of 13.

Links to Other Websites

Our Service may contain links to other websites that are not operated by Us.

Changes to this Privacy Policy

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page and updating the "Last updated" date.

Contact Us

If you have any questions about this Privacy Policy, You can contact us:

- By email: mariom@velbet.co