



## **DoOrder Privacy Statement**

Doorder Designated Activity Company ("we", "our", "us" or "DoOrder") is committed to protecting the privacy of all users of the website <https://www.doorder.eu>, the websites of our partner retailers and DoOrder mobile application (together, the "Sites"). Please read the following privacy notice that explains how we use and protect your information. We are the "data processor" of the information we process, unless otherwise stated.

### **1. Contact Details**

If you have any queries or requests concerning this privacy policy or how we handle your data more generally, please get in touch with us using the following details;

- By contacting our general customer services team at: [info@doorder.eu](mailto:info@doorder.eu)
- By submitting a query via our online website 'contact us' form: <https://www.doorder.eu>

### **2. How We Collect Your Information**

We collect your personal information when you interact with us and our retailer partners or use our services and the services of our retailers, such as when you use our retail partners website to place an order. We will obtain your information for the duration of the order process. We also look at how visitors use our Sites, to help us improve our services and optimise customer experience.

We collect information:

1. when you place an order with us (via our partner retailers websites) and during the order process (including for payment, order processing and order delivery);
2. when you give us your consent to contact you via email, phone (SMS, WhatsApp or Calls), post, message or via our chat function to send you marketing campaigns, or to invite you to participate in surveys about our services, and/or our partners' services;
3. when you contact us directly via email, phone, post or message; and
4. when you browse and use our Sites

We also collect information from third party sites, such as advertising platforms

### **3. Information We Collect From You**

As part of our commitment to the privacy of our customers and visitors to our Sites more generally, we want to be clear about the sorts of information we will collect from you.

When you visit the Sites or make a DoOrder order through the Sites, you are asked to provide information about yourself including but not limited to your name, contact details, delivery address, order details and payment information such as credit or debit

card information. We may also collect your date of birth to verify your age when you purchase age restricted items.

We also collect information about your usage of the Sites and information about you from any messages you post to the Sites or when you contact us or provide us with feedback, including via e-mail, letter or phone. If you contact us by phone, we may make notes in relation to your call.

We collect technical information from your mobile device or computer, such as its operating system, the device and connection type and the IP address from which you are accessing our Sites.

We also collect technical information about your use of our services through a mobile device, for example, carrier, location data and performance data such as mobile payment methods, interaction with other retail technology such as use of NFC Tags, QR Codes and/or use of mobile vouchers. Unless you have elected to remain anonymous through your device and/or platform settings, this information may be collected and used by us automatically if you use the service through your mobile device(s) via any DoOrder mobile application, through your mobile's browser or otherwise.

#### **4. Use Of Your Information**

We will only process the data we collect about you if there is a reason for doing so, and if that reason is permitted under data protection law.

Where we need to in order to provide you with the service you have requested or to enter into a contract, we use your information:

- to enable us to provide you with access to the relevant parts of the Sites;
- to supply the services you have requested;
- to contact you where necessary concerning our services, such as to resolve issues you may have with your delivery.
- to contact you with order delivery updates, for directions, to inform you of your deliverers location or to provide you with an estimated package time of arrival.

We also process your data where we have a legitimate interest for doing so— for example personalisation of our service, including processing data to make it easier and faster for you to place orders. We have listed these reasons below.

**You, the consumer has the right to object to the use of your data/data processing for any of the reasons outlined below. Should you wish to do so, please contact us on: [info@doorder.eu](mailto:info@doorder.eu)**

- to improve the effectiveness and quality of service that our customers can expect from us in the future;
- to tailor content that we or our third party retailer(s) or advertising partners display to you, for example so that we can show you retailers which are in your area or make sure you see the advertising which is most relevant to you, based on characteristics determined by us;
- to enable our customer support team to help you with any enquiries or complaints in the most efficient way possible and to provide a positive customer experience;
- to contact you for your views and feedback on our services or our partners' services and/or products and to notify you if there are any important changes or developments to the Sites or our services, including letting you know that our services are operating in a new area, where you have asked us to do so;

- to send you information by post about our products, services and promotions (if you do not want to receive these, you can let us know by getting in touch (see Contact Details));
- to analyse your activity on the Sites so that we can administer, support, improve and develop our business and for statistical and analytical purposes and to help us to prevent fraud;

We also process your data to enforce our contractual terms with you and any other agreement, and for the exercise or defence of legal claims and to protect the rights of DoOrder, retail partners, deliverers, or others (including to prevent fraud);

If you submit comments and feedback regarding the Sites and the services, we may use such comments and feedback on the Sites and in any marketing or advertising materials. We will only identify you for this purpose by your first name and the city in which you live. Where you have chosen to receive push notifications from us through our mobile application, we may send you push notifications relating to the services that you have requested from us and information about our services and offers. You can choose to stop receiving push notifications from us at any time by changing your preferences on your mobile device or by getting in touch (see Contact Details).

Where we are under a legal obligation to do so we may use your information to create a record of your order(s) and comply with any legal obligation or regulatory requirement to which we are subject.

## **5. Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of the Site may become inaccessible or not function properly. For more information about the cookies we use, please see our [Cookie Policy](#)

## **6. Direct Marketing**

Where you have given your consent or where we have a legitimate interest for doing so (and are permitted to do so by law) we will use your information to let you know about our other products and services that may be of interest to you and we may contact you to do so by email, post or phone. You can control your marketing preferences by:

- contacting our general customer services team at: [info@doorder.eu](mailto:info@doorder.eu)
- submitting a query via our online website 'contact us' form: <https://www.doorder.eu>

## **7. Retention Of Your Information**

We will not retain your information for any longer than we think is required.

Information that we collect will be retained for as long as required in order to fulfil the purposes outlined in the 'Use of my information' section above, in line with our legitimate interest or for a period specifically required by applicable regulations or laws, such as retaining the information for regulatory reporting purposes.

When determining the relevant retention periods, we will take into account factors including:

- our contractual obligations and rights in relation to the information involved;

- legal obligation(s) under applicable law to retain data for a certain period of time;
- statute of limitations under applicable law(s);
- our legitimate interests (see section on 'How we use your personal information' above);
- (potential) disputes; and
- guidelines issued by relevant data protection authorities.

Otherwise, we securely erase your information where we no longer require your information for the purposes collected.

## **8. Disclosure Of Your Information**

The information we collect about you will be transferred to and stored on our servers located within the EU. We are very careful and transparent about who else your information is shared with.

We share your information with other DoOrder group companies only where necessary for the purposes set out in section 4. We share your information with third party service providers who provide services on our behalf. The types of third party service providers whom we share your information with include for example:

- Payment providers (including online payment providers and fraud detection providers);
- IT service providers (including cloud providers);
- Retail partners;
- Deliverers;
- Customer support partners; and
- Marketing and advertising partners

DoOrder will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice when it is transferred to third parties.

If our business enters into a joint venture with, purchases or is sold to or merged with another business entity, your information may be disclosed or transferred to the target company, our new business partners or owners or their advisors.

We may also share your information:

- if we are under a duty to disclose or share your information in order to comply with (and/or where we believe we are under a duty to comply with) any legal obligation or regulatory requirement. This includes exchanging information with other companies and other organisations for the purposes of fraud protection and prevention;
- in order to enforce our contractual terms with you and any other agreement;
- to protect the rights of DoOrder, retail partners, deliverers, or others, including to prevent fraud; and
- with such third parties as we reasonably consider necessary in order to prevent crime, e.g. the police or for health and safety purposes.

## **9. Security**

We adopt robust measures to ensure the personal information we hold about you is suitably protected.

We take steps to protect your information from unauthorised access and against unlawful processing, accidental loss, destruction and damage.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will take steps to protect your information, we cannot guarantee the security of your data transmitted to the Sites; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **10. Your Rights**

Subject to applicable law, you may have a number of rights concerning the data we hold about you. If you wish to exercise any of these rights, please contact our Data Protection Officer using the contact details set out above. For additional information on your rights please contact your data protection authority and see below.

To the extent provided by the law of your jurisdiction, you may request access to the personal information we maintain about you or request that we correct, update, amend, or delete your information, or that we restrict the processing of such information by contacting us as indicated below.

You may have the right to obtain your personal information in an accessible and transferable format so that you can re-use it for your own purposes across different service providers.

Where provided by law, you may withdraw any consent you previously provided to us or object at any time on legitimate grounds to the processing of your personal information, and we will apply your preferences going forward. This will not affect the lawfulness of our use of your information based on your consent before its withdrawal.

You can object by requesting via DoOrder's contact details above that your marketing preferences are altered. You can also block cookies as set out in section 5 above.

## **11. Changes To Our Privacy Statement**

Any changes to our privacy policy will be posted to the Sites and, where appropriate, we may notify you of the changes for example by email or push notification.

This privacy policy was last updated: 09/11/2020

## **12. Complaints**

If you're not satisfied with our response to any complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to the Data Protection Commission (DPC) using the following details:

Address: Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28

Website: [www.dataprotection.ie](http://www.dataprotection.ie)