

Privacy Policy

Last Updated: December 01, 2025

wCookin (“we”, “our”, or “us”) is committed to protecting your privacy. This Privacy Policy explains what information we collect, how we use it, how cookies work in our application, and your rights when using the wCookin Platform.

This Policy should be read together with our Terms and Conditions, which outline how we operate, and our Cookie Policy, which explains how session data is kept secure.

1. Information We Collect

We collect information to operate, secure, and improve the Platform.

1.1 Information You Provide

- Name and email
- Phone number (optional)
- Username and encrypted password
- Profile photo
- User-generated content (recipes, photos, comments, likes, favourites)
- Privately saved imported recipes

1.2 Information Collected Automatically

Essential Log Data

We collect login attempts and core system actions for:

- Security
- Fraud prevention
- Troubleshooting

This does not track you across other apps or websites.

App Activity Data

To improve the Platform, we collect:

- Screens visited
- Session duration
- Age and gender (from your profile)
- Interaction patterns (uploads, bookmarks, searches, etc.)

Tracking is limited to the wCookin app.

Device Information

- Device model

- Operating system
- App version

1.3 Cookies and Session Data

We only use strictly necessary cookies to:

- Keep you logged in
- Temporarily store essential profile data
- Maintain secure authentication
- Ensure smooth navigation

Our cookies are:

- Secure (HTTPS)
- HTTP-only
- Session-based or short-lived
- Not used for ads or tracking

We do not use advertising, behavioural tracking, third-party analytics, or marketing cookies. You may block or delete cookies, but this may affect functionality.

1.4 Device Permissions

To support key features, the app may request access to:

- Camera (take photos/videos)
- Photos/Storage (upload existing media)

These permissions can be managed in your device settings.

2. How We Use Your Information

We use your information to:

2.1 Operate the Platform

- Create your account
- Display your posts and profile
- Allow you to interact with other users
- Save your recipes, imported items, and saved lists

2.2 Ensure Security

- Detect suspicious or malicious activity
- Protect user accounts
- Prevent spam and misuse

2.3 Improve the Platform

- Understand how features are used
- Fix bugs and performance issues
- Develop new functionalities

2.4 Communicate with You

- Send service updates
- Respond to support inquiries
- Notify you of policy updates

We only send marketing emails if you opt in.

3. How We Share Your Information

We only share your information in the following cases:

3.1 With Other Users

Your username, profile photo, and public posts are visible to others. Imported recipes remain private unless you choose to publish your own version.

3.2 With Service Providers

We use trusted partners for cloud hosting, infrastructure, storage, security, and diagnostics. They process your data only on our behalf.

3.3 Legal Requirements

We may share information to comply with UAE laws, court orders, or valid law enforcement requests.

3.4 Business Transfers

If wCookin is involved in a merger, acquisition, or asset sale, your data may be transferred as part of that process.

4. Lawful Basis for Processing

We process your data under the following legal bases:

- Performance of a Contract: To provide access to the Platform
- Legitimate Interests: Security, platform improvement, analytics
- Consent: Marketing communications and optional features
- Legal Obligation: Responding to government authorities

A full table of lawful bases is included in our Terms & Conditions.

5. Your Rights

Depending on your location, you may have the right to:

- Access your information
- Update or correct your data
- Delete your account
- Export your data
- Withdraw consent (if applicable)
- Object to certain processing activities

To exercise your rights, contact us at: customerservice@wcookin.com

6. International Users

We comply with global data laws including:

- GDPR (EU/EEA)
- CCPA/CPRA (California)
- UAE Federal Decree-Law No. 45 of 2021

Where your local laws provide additional rights, we honour them as required.

7. Children's Privacy

wCookin is not intended for users under 13. We do not knowingly collect information from children.

8. Changes to This Policy

We may update this Policy from time to time. The "Last Updated" date will be revised accordingly.

9. Contact Us

For privacy or data-related questions, contact:

wCookin Privacy Team

Email: customerservice@wcookin.com

Address: Unit 1534 Tamani Arts Tower Business Bay, Dubai, U.A.E.