

PRIVACY POLICY - GROUND BISTRO

Last Updated: November 8, 2025

Version: 1.0.1

Ground Bistro (“we,” “our,” or “us”) values your privacy. This Privacy Policy explains how we collect, use, and protect your personal information when you use the **Ground Bistro mobile application** (the “App”).

1. Information We Collect

We collect the following information to provide and improve our services:

a. Account Information

- Full Name
- Email Address
- Password

b. Delivery and Order Information

- Delivery Addresses
 - Order History
 - Preferred Payment Method (Cash on Delivery)
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2. How We Use Your Information

We use your information to:

- Create and manage your Ground Bistro account

- Process and deliver your food and beverage orders
 - Manage **table reservations** and **delivery requests**
 - Send **order confirmations** and **status updates**
 - Provide **customer support** and respond to inquiries
 - Send **promotional offers** (only with your consent)
 - Improve app performance and user experience
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3. Payment Information

We currently support **Cash on Delivery (COD)** as the only payment method.
No online payments or card details are collected, processed, or stored within the app.

4. Data Security

We use **industry-standard security measures**, including:

- Encrypted communication (SSL/TLS)
- Secure authentication and data access control

While we take all reasonable steps to protect your data, no system is completely secure. You use our services at your own risk.

5. Your Rights

You have the right to:

- Access, update, or delete your personal information

- Request a copy of your stored data
- Opt out of marketing messages
- Control or revoke location access through device settings

You may contact us to exercise these rights.

6. Data Retention

We retain your information:

- As long as your account is active
 - As needed to provide services and comply with legal requirements
 - You can request account deletion at any time
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7. Third-Party Services

Ground Bistro uses third-party services to improve performance and user experience:

- **Firebase (Google)** – Authentication, Database, Analytics

These third parties have their own privacy policies, which govern their data practices.

8. Children's Privacy

Our app is intended for users aged **18 and above**.

We do not knowingly collect personal data from children under 18.

If you believe we have collected such information, please contact us to remove it.

9. Changes to This Policy

We may update this Privacy Policy periodically.

Updates will be posted within the app and/or on our official website.

Continued use of the app means you accept the revised policy.