

# ILA FOODS PRIVACY POLICY

Privacy Policy for ILA Food Delivery App

Last updated: 13th July 2023

This Privacy Policy governs the manner in which ILA ("the App") collects, uses, maintains, and discloses information collected from users (referred to as "User," "you," or "your") of the ILA Food Delivery App. This Privacy Policy applies to the App and all products and services offered by ILA.

## 1. Information We Collect

ILA collects certain information from Users to provide an enhanced food delivery experience. The following information may be collected:

### 1.1 Personal Information:

- Phone Number (mandatory)
- Name (optional)
- Email Address (optional)

### 1.2 Usage Information:

- Location Access: The App requires access to your device's location to provide accurate delivery tracking and find nearby restaurants.
- SMS/Notification: The App may request permission to receive SMS or notifications to provide real-time updates related to your food delivery.
- Internet Permission: The App requires an internet connection to function properly.

## 2. How We Use Collected Information

ILA may collect and use Users' personal information for the following purposes:

### 2.1 To Improve User Experience:

- Your phone number is collected to verify your identity and enable seamless communication regarding order updates and delivery.
- With your permission, we may use your name and email address to personalize your experience and communicate important information.

### 2.2 To Enhance Service Quality:

- Your location information is used to provide accurate restaurant recommendations, delivery tracking, and estimated delivery times.
- Permission to receive SMS or notifications ensures that you receive real-time updates on your order status.

### 2.3 To Process Payments:

- ILA uses the Razorpay payment gateway to process your payment securely. Please review Razorpay's Privacy Policy for more information on their data handling practices.

### 3. Data Protection and Security

ILA is committed to protecting your personal information. We adopt appropriate data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information.

### 4. Sharing Personal Information

ILA does not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding Users with our business partners, trusted affiliates, and advertisers for the purposes outlined above.

### 5. Changes to This Privacy Policy

ILA has the discretion to update this Privacy Policy at any time. When we do, we will revise the updated date at the top of this page. We encourage Users to check this page frequently for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this Privacy Policy periodically and become aware of modifications.

### 6. Your Acceptance of These Terms

By using the ILA Food Delivery App, you signify your acceptance of this Privacy Policy. If you do not agree to this policy, please do not use our App. Your continued use of the App following the posting of changes to this policy will be deemed as your acceptance of those changes.

### 7. Contact Us

If you have any questions or concerns about this Privacy Policy or the practices of the ILA Food Delivery App, please contact us at [ilafooddelivery@gmail.com](mailto:ilafooddelivery@gmail.com).

This Privacy Policy is effective as of the date mentioned above and replaces any prior policies.