

## Privacy Policy for Sweetplate

**Effective Date:** Dec. 2025

Sweetplate (“we”, “our”, or “us”) operates the Sweetplate mobile application (the “App”). This Privacy Policy explains how we collect, use, disclose, and protect your information when you use our food delivery and logistics services.

By using Sweetplate, you agree to the collection and use of information in accordance with this Privacy Policy.

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## 1. Information We Collect

We collect information to provide and improve our services, ensure secure transactions, and deliver a smooth user experience.

### a. Personal Information

When you register or use Sweetplate, we may collect:

- Full name
- Email address
- Phone number
- Delivery address
- Account login details

### b. Order and Usage Information

We may collect:

- Food orders and preferences
- Order history
- Delivery status and tracking details
- App usage data and interactions

### c. Payment Information

Sweetplate supports secure payment options. Payment details are processed through trusted third-party payment providers. We do **not** store your full card or banking information on our servers.

### d. Location Information

To enable delivery services and real-time order tracking, we may collect precise or approximate location data while the app is in use.

## **e. Device Information**

We may collect limited device data such as:

- Device type
  - Operating system
  - App version
  - Crash logs and performance data
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## **2. How We Use Your Information**

We use your information to:

- Process food orders and deliveries
  - Provide real-time order tracking
  - Facilitate secure payments
  - Improve app performance and user experience
  - Communicate order updates, promotions, and support messages
  - Ensure platform security and prevent fraud
  - Support restaurants, vendors, and delivery partners
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## **3. Sharing of Information**

We only share your information when necessary to operate our services, including with:

- Restaurants and food vendors (for order fulfillment)
- Delivery partners (for delivery purposes)
- Payment processors (to complete transactions)
- Service providers that help operate and improve the app

We do **not** sell or rent your personal data to third parties.

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## **4. Data Security**

Sweetplate takes data protection seriously. We use appropriate technical and organizational measures to safeguard your information against unauthorized access, loss, or misuse.

However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

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## **5. Your Rights and Choices**

You have the right to:

- Access and update your personal information
  - Request deletion of your account and data (subject to legal requirements)
  - Opt out of promotional communications
  - Control location permissions through your device settings
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## **6. Data Retention**

We retain your information only as long as necessary to:

- Provide our services
  - Comply with legal obligations
  - Resolve disputes
  - Enforce our agreements
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## **7. Children's Privacy**

Sweetplate is not intended for children under the age of 13. We do not knowingly collect personal information from children. If we discover such data, we will delete it promptly.

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## **8. Third-Party Services**

The Sweetplate app may contain links or integrations with third-party services. We are not responsible for the privacy practices of these external services and encourage users to review their policies.

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## 9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted within the app or on our official platform. Continued use of Sweetplate after changes means you accept the updated policy.

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## 10. Contact Us

If you have questions or concerns about this Privacy Policy or your data, please contact us at:

**Email:** [support@sweetplate.org](mailto:support@sweetplate.org)

**Company Name:** Sweetplate