

# BENZO CAFE MOBILE APP PRIVACY POLICY

**Last Updated:** July 23, 2025

At Benzo Cafe, located in Burnaby, British Columbia, we are committed to protecting the privacy of your personal information. This Privacy Policy explains how we collect, use, disclose, and protect the personal information you provide when using our Benzo Cafe mobile application (the "App") for ordering food and beverages.

We adhere to the principles of Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and British Columbia's Personal Information Protection Act (PIPA).

## 1. Collection of Your Personal Information

We collect personal information that is necessary to provide you with our services, process your orders, and improve your experience with the App. This may include:

- **Account Information:** When you create an account, we collect your name, email address, phone number, and password.
- **Order Information:** When you place an order, we collect details about your order (items, quantity, price), order fulfillment preference (e.g., Pickup, Delivery, Dine-In), and any special instructions.
- **Payment Information:** When you make a purchase, we collect necessary payment details (e.g., credit card number, expiry date, security code). Please note that we use a third-party payment processor "Moneris", to securely handle payment transactions. We do not store your full payment card details on our servers.
- **Transaction Data:** Information related to your past purchases, order history, and redemption of loyalty points or offers.
- **Contact Information:** If you contact our customer support, we may collect the information you provide in your communication.
- **Location Data:** If you enable location services on your device, we may collect your general location information for purposes such as finding the nearest Benzo Cafe location or facilitating delivery. You can disable this feature at any time through your device settings.
- **Device and Usage Information:** We may automatically collect information about your device and how you use the App, such as your device type, operating system, unique device identifiers, IP address, browsing activity within the App, and crash reports. This data helps us improve the App's functionality and performance.

## 2. How We Use Your Personal Information

We use your personal information for the following purposes:

- **Order Fulfillment:** To process and fulfill your orders, prepare your items, and facilitate pickup or delivery.
- **Account Management:** To manage your App account, verify your identity, and provide access to your order history.

- **Customer Service:** To respond to your inquiries, provide support, and resolve issues related to your orders or the App.
- **Communication:** To send you order confirmations, updates (e.g., "Order Ready"), and important notices regarding the App or your account.
- **Personalization:** To tailor your experience within the App, such as remembering your favorite orders or suggesting relevant items.
- **Marketing & Promotions (with consent):** If you have opted-in, to send you promotional offers, news about Benzo Cafe, or information about new products and services. You can opt-out of marketing communications at any time.
- **App Improvement:** To analyze App usage patterns, diagnose technical problems, and enhance the App's functionality, performance, and user interface.
- **Security & Fraud Prevention:** To protect against fraudulent transactions, unauthorized access, and other illegal activities.
- **Legal & Regulatory Compliance:** To comply with applicable laws, regulations, and legal processes.

### 3. Disclosure of Your Personal Information

We do not sell or rent your personal information to third parties. We may disclose your personal information in the following circumstances, only to the extent necessary for the purposes outlined above:

- **Service Providers:** To trusted third-party service providers who assist us in operating our business and providing the App's services (e.g., payment processors, cloud hosting providers, analytics providers, delivery services if applicable). These providers are contractually obligated to protect your information and use it only for the purposes for which we disclose it to them.
- **Legal Compliance:** When required by law, court order, or government regulation, or if we believe in good faith that such action is necessary to comply with legal obligations or protect our rights, property, or safety, or the safety of our users.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the acquiring entity. We will notify you via email or a prominent notice on our App of any such change in ownership or control of your personal information.
- **With Your Consent:** We may disclose your information for any other purpose with your express consent.

### 4. Data Security

We implement reasonable physical, technical, and administrative safeguards to protect the personal information we collect against unauthorized access, use, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

## 5. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. When your personal information is no longer required, we will securely delete or anonymize it.

## 6. Your Rights Regarding Your Personal Information

Under PIPEDA and PIPA, you have certain rights concerning your personal information, including:

- **Right to Access:** You have the right to request access to the personal information we hold about you.
- **Right to Correction:** You have the right to request that we correct any inaccurate or incomplete personal information we hold about you.
- **Right to Withdraw Consent:** You have the right to withdraw your consent to the collection, use, and disclosure of your personal information at any time, subject to legal or contractual restrictions. Please note that withdrawing consent may affect your ability to use certain features of the App.
- **Right to Lodge a Complaint:** You have the right to lodge a complaint with the Office of the Privacy Commissioner of Canada or the Office of the Information and Privacy Commissioner for British Columbia if you believe your privacy rights have been violated.

To exercise any of these rights, please contact us using the information provided in the "Contact Us" section below.

## 7. Children's Privacy

Our App is not intended for use by individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13 without verifiable parental consent, we will take steps to delete that information promptly.

## 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any material changes by posting the new Privacy Policy on this page within the App and updating the "Last Updated" date. We encourage you to review this Privacy Policy periodically.

## 9. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at:

**Benzo Cafe Email:** [management@benzocafe.com](mailto:management@benzocafe.com)

**Address:** 4429 Hastings St, Burnaby, BC V5C 2K1

**Phone:** +1(604)816-5344