

## FOODLE PRIVACY POLICY

Foodle Sdn. Bhd. ("Foodle", "we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you use our mobile application ("App") and website (collectively, the "Platform"). This policy is issued in accordance with the Personal Data Protection Act 2010 ("PDPA") of Malaysia. By accessing or using our Platform, you consent to the practices described in this policy.

### 1. Collection of Personal Data

1.1 We collect personal data that you voluntarily provide to us when you register an account, place an order, use our artificial intelligence ("AI") recommendation agent, participate in our loyalty program, or contact our customer support. This may include, among others:

- Name;
- Date of Birth;
- Contact Number;
- Email Address;
- Delivery Address (for delivery orders);
- Transaction and order history;
- Preferences and feedback; and
- Any other information you choose to provide.

1.2 We may also automatically collect certain technical information when you use the Platform, such as your device ID, IP address, browser type, operating system, access times, and browsing activity on our Platform.

### 2. Purpose of Collection and Use of Personal Data

2.1 We may use your personal data for the following purposes:

- to process and fulfil your food and beverage orders (including for collection, dine-in, or delivery, if applicable);
- to create, manage, and maintain your user account;
- to operate, personalize, and improve our services through our Platform;
- to process payments through our third-party payment providers;
- to facilitate delivery services via our third-party delivery partners (if applicable);
- to communicate with you regarding your orders, account, and customer service inquiries;
- to administer our loyalty program and send you promotional offers (where you have consented);
- to comply with legal obligations and protect our rights; and
- for internal purposes such as auditing, data analysis, and research.

### 3. Disclosure of Personal Data

We may disclose your personal data to third parties only for the purposes stated in this policy:

- Restaurant partners to prepare and fulfil your orders.
- Third-Party delivery partners to facilitate delivery.
  
- Payment processors to securely process your payments. We do not store your full payment card details.

- Service provider companies that provide services on our behalf, such as IT hosting, data analysis, and customer support.
- Legal and regulatory authorities as required by law or to protect our legal rights.
- We require all third parties to respect the security of your personal data and to process it in accordance with the law and our instructions.

#### **4. Data Security**

We implement appropriate technical and organizational security measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction. However, please note that no method of electronic transmission or storage is secured.

#### **5. Data Retention**

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

#### **6. Your Rights Under the PDPA**

Under the PDPA, you have the right to:

- Request access to your personal data held by us;
- Request correction of any inaccurate or incomplete personal data;
- Withdraw your consent to our processing of your personal data, subject to contractual or legal restrictions;
- Limit the processing of your personal data; and
- Request information about our policies and practices regarding personal data.

To exercise any of these rights, please contact us using the details in Section 9. We may require verification of your identity before processing your request.

#### **7. Use of Cookies and Similar Technologies**

Our Platform may use cookies and similar tracking technologies to enhance user experience, analyze trends, and administer the Platform. You can control the use of cookies at the individual browser level.

#### **8. Children's Privacy**

Our Platform is not directed to individuals under the age of 18. We do not knowingly collect personal data from minors. If you are a parent or guardian and believe your child has provided us with personal data, please contact us. If we become aware that we have collected personal data from a minor without verification of parental consent, we will take steps to delete that information.

#### **9. Contact Us**

Should you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at: Email:

#### **10. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. The updated version will be indicated by an updated "Last Updated" date and will be effective as soon as it is accessible on the Platform. We encourage you to review this policy periodically to stay informed about how we are protecting your information.