

## Privacy Statement for Partners

This privacy statement ("Statement") explains how Takeaway.com Group B.V. and its subsidiaries and affiliates ("JET", "we", "us" or "our") collect, use, disclose, and otherwise process personal data and applies to the processing of personal data of restaurant partners, grocery stores, convenience stores or other business partners ("Partner") that make use of our platforms and products, including the website, app, Partner webshop, JET's platform and services ("Services").

At JET, we strive to protect the privacy of everyone in our community.

It is important that you read this Statement, together with any other privacy statement that may apply to you or that we may provide on specific circumstances or to specific services when we are collecting or processing personal data about you, so that you are aware of how, why we are using such data, your rights regarding your personal data and how to exercise them.

If you have any questions on the way we retain your personal data you can contact us via our [privacy form](#).

### **What personal data we process and why**

Personal data, in this Statement also referred to as "your data", means any information or set of information from which we are able, directly or indirectly, to personally identify you, in particular by reference to an identifier, e.g. name and surname, email address, phone number, etc. It does not include data where the identity has been removed (anonymous data).

JET processes your data because we have entered into a Partner relationship with you regarding the use of our Services. We use the following data for the following purposes.

#### **1. *Registration process and compliance with our legal obligations***

We process your personal data that is required to register you as a Partner including our contracting process with you. The legal ground for this processing is the performance of our contract with you.

We also process your personal data during the registration process to comply with our legal obligations under applicable laws such as to comply with money laundering, terrorist financing, tax and/or similar requirements. We may collect and use your personal data (or of any third party for reasons such as fraud prevention or prevention of other criminal acts and/or to keep our systems secure) based on our legitimate interest (or equivalent under applicable data protection law).

We may verify your identity via manual or digital means, depending on your consent.

If required, as part of legal obligations we may ask you for an email address that will be published on our platform. Please be aware this email will be publicly available, we advise you not to use a personal email address.

We process the following data in the registration process:

- (Company) name
- Address data
- Contact data
- Chamber of commerce and/or trade registry number.
- VAT number
- TIN information DAC7 and Tax identification number
- Payment account data
- Payment method
- Copy of proof of identity legal representative/Ultimate Beneficial Owner (UBO)
- Copy of Bank Statement
- Articles of Association (If no UBO is available)
- Chamber of Commerce and/or trade registry extract
- Proof of financial information such as copy of bank statement

## **2. *Order process***

When your business is listed on our platform or makes use of our Services via our Partner webshop we process your personal data. The legal ground for this processing is the performance of our contract with you and/or for us to comply with legal obligations in accordance with the applicable data protection regulation. We may process the following personal data for the purposes described above:

- (Company) name
- Address data
- Contact data
- Chamber of commerce number, VAT number (if applicable)
- Order and transaction data (if applicable)
- Payment data (if applicable)

## **3. *Partner Hub Portal and Partner Webshop Account***

JET provides you with a Partner account, this account will enable you to list your business on our platform in accordance with your agreement with us. The Partner Hub Portal provides you with access to essential information such as your invoices, and provides you with operational options for your business.

Within the Partner Hub Portal you have the option to delegate portal access rights to your employees. Please note that the access to the account is managed by you. We may process the following personal data for the purposes described above:

- (Company) name

- Address data
- Contact data
- Chamber of commerce number.
- Copy of a business bank card/declaration
- Copy of proof of domestic address
- Invoices (if applicable)
- Delegated account login (if applicable)
- Log-in credentials

Similarly, to be able to order via our Partner webshop (*in applicable markets*) you will have to register with an account. This account is necessary to make sure we only provide our Services to our Partners.

We may process the following personal data to create and maintain your webshop account:

- (Company) name
- Contact data
- Chamber of commerce number (if applicable)
- VAT number (if applicable)
- Order data
- Payment data

#### **4. Partner Support**

If you contact the partner support department, we will use the information you provide to answer your question or handle your complaint. We may process the following data for this purpose:

- Name
- Address data (if applicable)
- Contact data
- Order and transaction data
- Payment data
- Comments (if applicable)
- Content of communication between you and partner support department
- Any other content that may be required for compliance with applicable law

We may collect your personal data under call recordings or in chatbot functionalities we may offer to provide you support, including to investigate, to address your concerns, to monitor and improve our support responses and processes.

The legal basis for this processing by JET is that such processing is necessary for performance of a contract, in addition to any legal obligation or legitimate interest (or equivalent under applicable law) we may have.

## **5.     *Marketing***

We also process your personal data to be able to send you marketing communications and notifications to administer, support, improve and develop our Services. Such messages may include the latest news, discounts, and updates and other communications that may be subject to direct marketing. There may be cases where JET may process your personal data for promoting JET or third-party offers, products and services. We rely on your consent unless your consent is not necessary according to the applicable law. Whenever you want to change your preferences with respect to receiving such communications, you can unsubscribe using the unsubscribe link or method indicated in the messages, in your account settings or by contacting us. We may process the following personal data for marketing purposes:

- Name
- Address data
- Contact data
- Campaign details (optional)
- Device ID (if applicable)
- Cookie and technology data (if applicable)

## **6.     *Partner Research & Surveys***

To ensure that our Services are consistent with your preferences, your personal data may be used for purposes such as conducting product, user research or satisfaction surveys. JET will process your personal data after you have consented to this, unless this is not required under applicable law. We may process the following personal data for the purposes described above:

- Name
- Address data
- Contact data
- Research input

## **7.     *Campaigns, Competitions, Merchandising and Promotions***

JET may launch specific campaigns or content in connection with our Services. If you want to participate in a campaign, competition, merchandising, promotion or benefit from these contents in connection with our Services, JET asks you for consent to process your personal data unless this is not required under applicable law. Where we have requested your consent, you can always withdraw your consent by contacting us using the contact details provided to you within the campaign or via our Partner Portal. We process the following data for these activities:

- Name
- Address data (if applicable)
- Contact data

- Campaign details (if applicable)
- Transaction details of merchandising orders placed through JET approved merchandising sites

## **8. *Cookies & Similar Technologies***

JET uses cookies or similar technologies for functional, analytical and personalised targeting and advertising purposes. Data processed for this activity depends on the preferences set by you.

You may find further information in our Cookie Statement about our use of cookies and/or similar technologies. You can always change your cookie settings via managing your preferences in the Cookie Statement, cookie banner and/or your settings in the tool you use to browse. Please note that disabling cookies may deny you the ability to use some of the Services and/or features on the website or impair your user experience.

## **9. *Analytics***

JET uses your information to comply with our reporting obligations to advertisers and to improve our website and our range of products and Services and to understand how you interact with our platforms. Depending on the circumstance, we may rely on your consent or the fact that the processing is necessary to fulfil a contract with you, to comply with law or our legitimate interest (or equivalent under applicable data protection law). We aim to ensure that the reports do not contain any information that can be traced back to you.

## **10. *Courier- and Orderpad App***

JET provides the Courier App to you as a Service that allows you to assign, track and coordinate the delivery of your orders and drivers. The Courier App portal is provided to the Partner for this processing activity and allows you to sign-up your couriers. JET may require you to sign up your couriers to the Courier App portal for the performance of contract reasons. Depending on the circumstance, where permitted by applicable law we may rely on legitimate interest (or equivalent under applicable data protection law) or our performance of contract with you. Users of the Courier App are additionally informed about the processing activities by a separate statement available in the Courier App. We may process the following personal data for the purposes described above:

- (Company) Name
- Address data
- Contact data
- Location data of couriers (if applicable)
- Device ID (if applicable)
- Cookie and technology data (if applicable)

Where available, JET provides an orderpad application to you so you can easily manage the orders you may receive from customers and some basic business settings. We rely on our performance of contract with you for this processing. We may process the following personal data for this purpose:

- (Company) Name
- Address data
- Contact data
- Device ID
- Cookie and technology data

#### **11. *Courier reviews***

We may offer you the opportunity to submit a review of couriers. The legal basis for this is your consent unless your consent is not necessary according to the applicable law.

JET processes the personal data you provide when submitting a review. The legal basis for the processing of personal data when you submit your reviews is the consent provided by you. You can withdraw your consent by contacting us via our [privacy form](#). We process the following personal data when you post a review:

- First name (if submitted)
- Contact data
- Review content

#### **12. *Publishing your details as part of Legal Requirements***

As part of our legal obligation we may be required to publish your company name, address, and email address on our Platform. These details will be publicly available on our customer facing platform(s) to ensure compliance with legal requirements, therefore we advise you not to use a personal email address when registering with us.

#### **How we collect your personal data**

We acquire, process and retain your personal data, as well as personal data about devices you use to navigate to JET platforms on your computer or mobile, which you provide to us by making use of our platforms, creating an account, benefiting from our Services or otherwise by contacting us.

We process personal data that you provide voluntarily, that we collect automatically and that we obtain from third party sources for the purposes outlined in this Statement.

- **Personal data that you provide voluntarily:** We may receive personal data provided from you when you list on our platform, create an account with us or provide for your marketing preferences or for surveys or reviews in connection to our Services.
- **Personal data that we collect automatically:** With your prior consent or when permitted by applicable law, when you browse our platforms, we may automatically collect technical data about your equipment, browsing activities and patterns. We use this personal data by using cookies, and other similar technologies. For our cookie statement, please refer above (*Cookies & Similar Technologies*) for more information.
- **Personal data that we obtain from third-party sources:** We may receive personal data from third party sources, including advertising networks and social media platforms or technical payment and delivery services providers which may be located outside EU for purposes such as to support procurement of our Services, to measure the performance of marketing campaigns for our Services; and better understand your preferences so that we can customise our marketing campaigns and Services accordingly. Where we may receive such personal data, we have checked that these third parties either have your consent to process the information or are otherwise legally permitted or required to share your personal data with us.

We also benefit from publicly available information from public authorities and local councils to verify that you have the correct license and certifications to run your business operations.

We make sure we have a legal basis to collect and use your personal information. The legal basis we rely on will change depending on the type of information and the context in which we collect it. Our main reason for collecting and using information obtained from third-party sources is to perform our contract with you, but we may also process it where it is in our legitimate business interests to do so in order to constantly improve our Services and make it even easier to partner with you.

### **Additional purposes**

We will only use your personal data for the purposes described above, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we want to use your data for a different purpose, we will take appropriate measures to inform you, consistent with the significance of the changes we make. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where required by applicable data protection law.

### **Automated decision-making and profiling**

JET may use automated decision making, and algorithmic tools for performance of our contract with you, to fulfil our obligations or to improve our platforms and Services. For example:

- JET uses automated decision making to avoid money laundering, terrorism financing, and other criminal offences.
- JET uses algorithmic tools for personalised content (profiling), recommendations and smart chat functionalities to enhance our Services and your user experience, to keep our platforms safe, and to support the overall optimisation of our Services.

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you. If you want to object to this type of processing, you can contact us via our [privacy form](#). We will then proceed to reassess the situation and/or provide you with more information about why and how such an automated decision was made.

### **How long we keep your data**

JET, as a globally operating company, has to take into account various local data retention requirements. We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for (for details see above paragraph “What personal data we process and why”), including for the purposes of satisfying any legal, tax, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we take into account the following criteria:

- (i) the period required to serve the respective business purpose;
- (ii) to the extent reasonably necessary to comply with an applicable legal requirement; or
- (iii) as advisable in light of an applicable statute of limitations.

In the event the data falls into more than one retention terms category, the category with the longer retention requirement shall prevail, other requirements (such as access, security etc) notwithstanding.

In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you. If you have any questions on the way we retain your personal data you can contact us via our [privacy form](#).

### **Sharing your personal data with customers**

JET shares your details with the customer who ordered from you. Since the customer is your direct customer, you have your own responsibility and own obligations with regard to the



processing of their personal data. Customers may contact you directly if they have any questions about how you handle their personal data.

You and we are separate data controllers with regard to the personal data of customers that are processed for your and our own purposes and with your and our own resources and/or on your or our behalf. This means that we are both independently responsible for the processing of the personal data of which we (partly) determine the purposes and means.

### **Sharing of your personal data with others**

JET may work and/or share data with other companies within the JET group and other third parties in order to carry out the processing described above.

These group companies and third parties will process your personal data on behalf of us as data processors or as autonomous data controllers (as defined or referred under applicable data protection law including concepts as the equivalent of controller or processor), and have access to your personal data for the purposes described in this Statement. We require group companies and third parties to protect it in accordance with the standards set out in this Statement and we take appropriate measures pursuant to the applicable data protection laws to ensure the same level of protection and confidentiality of your personal data.

We may also share your data with other third parties where appropriate or required by applicable law or regulation (including a court order or legal authority request) or where we believe disclosure is necessary to exercise, establish or defend legal rights or to protect the vital interests of any person. Such third party controllers may include law enforcement agencies.

Your personal data listed under “*What personal data we process and why*” section above may be shared with the following parties:

<b>Personal data shared with</b>	<b>Reason / purpose(s)</b>
JET’s affiliates, subsidiaries and/or group companies of JET	To provide our Services and/or operate our business
Software providers (including providers for software, hosting, application support, delivery, logistics, information security, implementation etc.)	To operate our Services To provide/receive the services they offer in relation to our Services or our business
Marketing and advertising providers	To promote, market and support our or third party products and services to you including discounts, offers or advertisements fitting your interests and/or to measure performances of advertisements
Service providers responsible for	To provide and improve our Services in our

implementation, activation, and operation (i.e. offshore customer support agents)	platforms
Merchants, payment and card service providers such as Adyen (for their privacy statement please see <a href="#">here</a> )	To process payments or for fraud prevention
Satisfaction survey firms and/or market research companies	To improve our Services provided to you
Loyalty (shop) partners	To provide you with loyalty offers
Professional consultants or advisors	To operate our business and/or Services To comply with our legal obligations
Insurance providers	To operate our business and/or services To comply with our legal obligations
Law enforcement, government agencies and/or regulatory bodies (including tax authorities)	To comply with our legal obligations
Prospective buyers	To administer and operate our business in terms of sale and/or asset transfer
Any other third party provided that you have given your consent for information disclosure	Purpose depends on the service / third party

### **Third-party websites and services**

Our website may include links to third-party websites and services. When accessing such third-party websites or services, please note that each of these websites has its own privacy statement. Although JET takes great care in selecting websites to link to, we cannot assume responsibility for the way in which they handle your data.

### **Where your data gets sent**

JET operates, and processes personal data globally. This may result in processing of your personal data in countries, including the United States, whose data protection laws may differ from those where you live.

If you are in the European Economic Area (EEA), Switzerland, Israel, Australia, and the UK, please be aware that we may process and/or transfer your personal data outside of these aforementioned countries. This may include transferring personal data to or accessing it from other jurisdictions, including jurisdictions that may not provide a level of protection equivalent to your local- and/or data protection laws (“Non-Adequate Country” ). You may see the list of Adequate Countries [here](#) as adopted by the European Commission.

When we transfer personal data outside the countries listed here we adhere to applicable and appropriate safeguards and transfer mechanisms to ensure safe transfer of your personal data. We provide appropriate and adequate protection for the transfers of personal data to countries outside of the aforementioned countries through a series of agreements with our service providers based on [Standard Contractual Clauses](#) adopted by the European Commission (and their approved equivalents for [the UK](#) and [Switzerland](#)), and the EU-U.S. Data Privacy Framework (“[EU-U.S. DPF](#)”), the [UK Extension](#) to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (“[Swiss-U.S. DPF](#)”), as set forth by the U.S. Department of Commerce. You may request a copy of the contractual clauses applicable to transfer of your personal data depending on which country your personal data may be transferred to.

In addition to appropriate contractual safeguards we adopt following organisational and technical measures for protection of your personal data during its transfer outside of the aforementioned countries including:

- securing personal data when in transit, including through encryption, and at rest;
- mandating training regarding privacy and data security at JET;
- implementing internal policies and procedures to limit access to, and use of customer personal data; and
- limiting unauthorised access to your personal data, except where required by applicable law or you have consented to the access.

You may contact us via our [privacy form](#) or the contact details set out below if you need more information on cross border data transfers, or to request copies of applicable contractual safeguards.

## **Your privacy rights**

### **How to exercise of privacy rights or complaints**

If you have any questions about your privacy rights or you wish to exercise the abovementioned rights you may contact us via our [privacy form](#) or the contact details set out below.

We will do our best to address your request in time and free of charge, except where it would require an excessive and disproportionate effort. In certain cases, we may ask you to verify your identity before we can act on your request.

Regarding requests related to processing or sharing of personal data related to JET for Business, please contact the employer that grants you the JET for Business allowance (which might be your employer, business partner etc.). This is required because JET and the person that grants you the allowance have a separate responsibility with respect to the processing and protection of your personal data.

We inform you that, with regard to your personal data, you can exercise the rights provided for by, and pursuant to applicable data protection laws, which may include:

**Right of access**

You have the right to access and be informed about your personal data processed by us. You can request a copy of your personal data by contacting us.

**Right to withdraw consent**

In case the processing is based on a consent you may withdraw your consent at any time free of charge. Withdrawing a consent may lead to fewer possibilities to use our Services. The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.

**Right to rectify**

You have the right to have incorrect or incomplete personal data we have stored about you corrected or completed by contacting us. You can correct or update some of your personal data through your customer account.

**Right to erasure**

You may also ask us to delete your personal data from our systems. We will comply with such a request unless we have another legal ground to not delete the data in terms of applicable laws.

**Right to object**

You may have the right to object to certain use of your personal data if such data are processed for other purposes than necessary for the purposes set out in this Statement or for compliance with a legal obligation. If you object to the further processing of your personal data, this may lead to fewer possibilities to use our Services.

**Right to restriction of processing**

You may request us to restrict processing of personal data for example when your data erasure, rectification or objection requests are pending and/or when we do not have other legal grounds to process your data. This may however lead to fewer possibilities to use our Services.

**Right to data portability**

You have the right to receive your personal data processed in accordance with this Statement in a machine-readable format, so that you can store this data in a database of yours or of a third party.

## **Right to lodge a complaint**

You have the right to lodge a complaint with the relevant supervisory authority if you consider that processing of your personal data is infringed.

## **Security**

JET takes personal data protection seriously and we therefore take appropriate measures to protect your personal data against misuse, loss, unauthorised access, unwanted disclosure, and unauthorised alteration.

Within JET we limit the access to your data as much as possible and only provide our employees access to your data on a “need-to-know” basis.

If you feel that your personal data are not adequately protected or there are indications of misuse, please contact us on [privacy form](#).

## **Contact us**

Unless otherwise indicated, Takeaway.com Group B.V. is the controller of your personal data.

If you have any questions or concerns about this Statement and/or our privacy practices, please contact our Data Protection Officer: via our [privacy form](#) or by contacting our DPO Office [here](#).

For Takeaway.com Group B.V. and/or Just Eat Takeaway.com Data Protection Officer:

Piet Heinkade 61  
1019 GM Amsterdam  
Netherlands

## **Updates to this Statement**

We may update this Statement from time to time in response to changing legal, technical or business developments. When we update our Statement, we will take appropriate measures to inform you, consistent with the significance of the changes we make. If required by applicable data protection law, we will ask your consent to any material changes to this privacy statement.

We encourage you to periodically review this Statement for the latest information on our privacy practices.

To the extent we have local language versions, the English version of this Statement shall prevail in case of conflicts or discrepancies between the different language versions.

This Statement was lastly updated in April 2025.