

Privacy Statement Restaurants

This privacy statement applies to the general processing of data of Takeaway.com restaurants. If you place an order via our Webshop, the Privacy Statement Restaurants Webshop applies.

What data we process and why

Takeaway.com processes your data because you use our services. We use the following data for the following purposes.

1. *Registration process*

We process the data required to register as a Restaurant and to comply with our requirements under the Dutch Act on the Prevention of Money Laundering and Terrorist Financing and EU Directive 2015/849 on the prevention of the use of the financial system for the purpose of money laundering or terrorist financing. We process the following data in the ordering process:

- (Company) name
- Address details
- Contact details
- Chamber of Commerce No.
- VAT number
- Payment method
- Copy of proof of identity legal representative/UBO
- Chamber of Commerce extract
- Copy of a business bank card/declaration
- Copy of proof of domestic address
- Menu
- Logo

2. *Customer service*

If you contact our Customer Service department, we will use the information you provide to answer your question or resolve your complaint. We will process the following information for customer service:

- Name
- Address details (if applicable)
- Contact details
- Payment details (where applicable)
- Remarks (where applicable)

3. *Customer satisfaction surveys*

To ensure that our services are consistent with your and our customers' preferences, any information you provide to our customer service department may be used for purposes such as customer satisfaction surveys. We process the following data for customer satisfaction surveys:

- Name
- Review

4. *Marketing messages*

We also process your data in order to be able to send you (personalised) marketing messages. If you wish to change your preferences with regard to receiving these messages, you can unsubscribe via the link in the relevant message. We process the following data for marketing purposes:

- Name
- Contact details
- Postal code

5. *Cookies*

In addition, Takeaway.com uses cookies for functional, analytical and marketing purposes. The functional cookies are necessary for the use of the website. The data from the analytical and marketing cookies are not linked to the other data you provide during the ordering process. Please refer to our Cookie Statement for more information about cookies.

6. *Analysis*

We also use your information to fulfil our reporting obligations to advertisers and to improve our website and our range of products and services. We always ensure that the reports do not contain any information that can be traced back to you.

Automated decision-making and profiling

Takeaway.com uses automated decision making and profiling to execute the agreement with you and to improve our platform. Takeaway.com uses automated decision making to comply with our legal obligations to prevent money laundering, terrorist financing and other crimes. We also use your postcode to automatically select restaurants near a customer's location.

How long we retain data

Takeaway.com will not retain your data longer than is strictly necessary to fulfill the purposes for which your data was collected. We will only retain your information for longer if we are required to do so by law. We cannot remove your data from backups. However, if we restore a backup, we will delete the data at that time.

Sharing with customers / Personal data Customers

Takeaway.com 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 with others

Takeaway.com will not sell your information to third parties and we will only provide it to third parties if this is necessary for the performance of our agreement with you, analysis or marketing purposes or to comply with legal obligations.

Your data may be shared with the following parties:

- Software suppliers
- Implementation partners
- Customer satisfaction research agencies
- Analytical service providers

Third party websites

Our website may contain links to third party websites. When accessing third party websites, please note that each of these websites has its own privacy statement. While Takeaway.com selects those websites with care, Takeaway.com cannot be responsible for the way in which they treat your personal information.

Tips, questions and complaints

If you have any other questions or complaints about the processing of your data, we will be happy to answer them. We would also like to hear from you if you have any tips or suggestions for improving our privacy policy. To do so, please contact privacy-concerns@takeaway.com.

Security

Takeaway.com takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you feel that your information is not properly secured or there is evidence of misuse, please contact us via: security-concerns@takeaway.com.

Contact details

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

Just Eat Takeaway.com Data Protection Officer/ Privacy Council - Takeaway.com Group B.V.
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