



PRIVACY POLICY

OVERVIEW

This privacy policy applies to the Gloriaeats website (“Website”) and the Gloria Aruba mobile application (“App”) operated by E. de Veer Chain Theaters N.V. and MetaCorp N.V.. While using this website (“Website”) or mobile application (“App”), you’re trusting us with your information. We understand this is a big responsibility and work hard to protect your information and put you in control.

In this Privacy Policy, the term “Personal Data” means data relating to a living individual who is or can be identified either from the data or from the data in conjunction with other information that is in, or is likely to come into, our possession, and includes personal data as described in Aruban Data Protection Legislation.

Section 1: Information you provide to us

When you purchase Products through our Website or App or if you create an account with us, you provide us with personal information that includes:

- Your Full Name
- Your Email Address
- Phone Number
- House address or delivery address
- Billing address

Even if you aren’t logged in to any account, you might choose to provide us with information, such as an email address to receive updates about our products or services.

For example: If you place any order, you’ll still receive the updates regarding your order in the email address that you had provided during checkout.

Section 2: Information we collect as you use our Website or App

A. Your browsers & Operating System

Every time you visit our Website or App, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Website or App, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Website or App, and information about how you interact with the Website or App. We refer to this automatically collected information as “Device Information.”

B. Your Device, browsers & Operating System

Every time you use our Website or App and your device contacts our servers, we are collecting information about the browser type, device type, operating system, IP address, the date and time, which helps us provide you better and improved services.

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier.

- “Log files” track actions occurring on the Website or App, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Website or App.

Additionally, when you make a purchase or attempt to make a purchase through our Website or App, we collect certain information from you, including your name, billing address, delivery address, email address, and phone number. We refer to this information as “Order Information.”

C. Your location information

We collect information about your location when you use our services, which helps us offer features like:

- Delivery of products to your location.
- Suggesting nearest outlets in case you want to pick up your order or if you want to dine in at nearest outlet.
- Suggesting/ offering you to order from us in case you are nearby any of our outlets.

Your location can be determined with varying degrees of accuracy by:

- GPS
- IP address
- Delivery address that you provide by filling out address form while placing a delivery order.
- Billing address that you might provide while placing any order.

D. Your Order History

We collect information about your orders when you place any order by using our services, information collected includes:

- Every product that you order
- Product/quantities
- Order amounts
- Date, day and time of every order

Information collected helps us offer features like:

- Determining your favorite products and accordingly offering you deals.
- Determining when you are most likely to order and reminding you in case you forget.

Section 3: How do we use information collected from you?

We use the Order Information that we collect generally to fulfill any orders placed through the Website or App (including processing your payment information, arranging for delivery, and providing you with receipts and/or order confirmations). Additionally, we use this Order Information to:

- Communicate with you.
- Screen our orders for potential risk or fraud.
- When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.
- Solving issues if you had to face any on your device when you ordered last time.
- **Direct Marketing.
- Delivering products to your location.
- Emailing you updates regarding your orders.

- Determining your favorite products and accordingly offering you deals.
- Determining the business busy times.
- Emailing you newsletters and latest updates regarding our services, *only if you opted for it*.
- We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Website or App (for example, by generating analytics about how our customers browse and interact with the Website or App, and to assess the success of our marketing and advertising campaigns).
- We may also share your Personal Data to comply with applicable laws and regulations, or other lawful request for information we receive, or to otherwise protect our rights.

****Direct Marketing.** As described above, we may use Personal Data to let you know about products and services that we believe will be of interest to you. We may contact you by email, text, or telephone or through other communication channels. In all cases, we will respect your preferences for how you would like it to manage marketing activity with respect to you. To protect privacy rights and to ensure you have control over how we manage marketing with you:

- 3.1. You are able to update your preferences related to marketing communication in our App.
- 3.2. We will take steps to limit direct marketing to a reasonable and proportionate level and only send you communications which we believe may be of interest or relevance to you.
- 3.3. You may ask us to stop sending email marketing by following the "unsubscribe" link you will find on all the email marketing messages or follow the "unsubscribe" instructions for other messages. Alternatively, you can contact us directly.
- 3.4. No Share of SMS opt-in. We will not sell your SMS opt-in to third parties, nor will it share it with third parties to allow such third parties or affiliates to use it for their own marketing purposes.

Section 4: Security

We make every effort to follow generally accepted industry standards to protect the Personal Data we collect, both during transmission and once it is received. However, no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your Personal Data, its absolute security is not guaranteed. As the security of information depends in part on the security of the computer you use to communicate with us and the security you use to protect your name, email, phone number, user IDs and passwords, please take appropriate measures to protect this information.

Section 5: Sharing your personal information

We share your Personal Data with third parties to help us use your Personal Data, as described above. We also use Google Analytics to help us understand how our customers use the Website or App, you can read more about how Google uses your Personal Data here: <https://www.google.com/intl/en/policies/privacy>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Section 6: Managing, reviewing, and updating your information

As a data subject, you have the following rights and we, as data controller in respect of your data, will comply with such rights:

- the right of access to Personal Data relating to you;
- the right to correct any mistakes in your Personal Data;
- the right to ask us to stop contacting you with direct marketing;

- the right to have your Personal Data ported to another data controller by requesting to export the data from our database;
- the right to erasure; and
- the right to complain to the DPC if you believe we have not handled your Personal Data in accordance with applicable Aruban Legislation on Data Protection.

When you're on your account or on our Website or App in, you can always review, update, edit, and delete your information.

If you have any comments, concerns, or complaints about our use of your Personal Data, please contact us. We will respond to any rights that you exercise within one (1) month of receiving your request, unless the request is particularly complex or cumbersome, in which case we will respond within three (3) months. Where a response is required from us within a particular time period pursuant to any applicable Aruban Legislation on Data Protection, we will respond within that time period.

Additionally, if you are a European resident, we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, the United States.

Section 7: Changes

We reserve the right, at our sole discretion, to update, change or replace any part of this Privacy Policy from time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons by posting updates and changes to our Website or App. It is your responsibility to check our Website or App periodically for changes. Your continued use of or access to our Website or App following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

Section 8: Indemnification

You agree to indemnify, defend, and hold harmless our parent company, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of Privacy Policy.

Section 9: Severability

In the event that any provision of Privacy Policy is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by Aruban law, and the unenforceable portion shall be deemed to be severed from this Privacy Policy, such determination shall not affect the validity and enforceability of any other remaining provisions.

Section 10: Governing Law

This Privacy Policy shall be governed by and construed in accordance with the laws of Aruba. Any disputes arising from or connected with this Agreement will be decided by the competent Courts of Aruba.

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