

山卡發展有限公司 (Shan Ca Development Company Limited) (下稱「我們」或「**Delivery專線**」) 為了讓您能夠安心使用本網站及經任何流動應用程式存取我們網站或使用我們 (下合稱「網站」) 的各項服務與資訊人士的私隱。特此向您說明本網站的隱私權保護政策，以保障您的權益，請您詳閱下列內容：

## 1. 個人資料的蒐集、處理

- 1.1. 當您到訪網站或經由網站使用**Delivery專線**服務時，您必要提供您的個人資料，當中包括姓名 (但不限於)、聯絡方式及付款詳情如信用卡及扣帳卡資料等。
- 1.2. 我們亦會收集有關您網站使用統計的資料，以及您在網站上張貼的訊息及發送給我們的電子郵件或信件中有關您的資料。
- 1.3. 凡經由流動數碼途徑包括 (但不限於) 手提電話、平板電腦或其他裝置 / 科技如流動應用程式來存取**Delivery專線** 的資料及 / 或服務時，您應了解在此私隱政策中列明有關**Delivery專線** 資料收集及使用的部分在該情況亦會適用。
- 1.4. 於一般瀏覽時，伺服器會自行記錄相關行徑，包括您使用連線設備的IP位址、流動付款方式及與其他零售科技品牌的互動，例如是使用 NFC 標籤、QR 二維碼或使用電子禮券等。做為我們增進網站服務的參考依據，此記錄為內部應用，決不對外公佈。

## 2. 使用您的個人資料

- 2.1. 在有需要時就我們的服務向您收取款項及與您聯絡。
- 2.2. 使用並分析所收集的個人資料，以便管理、支援、改善及發展業務，或作統計或分析用途，以及幫助預防詐騙。
- 2.3. 您均有權對此私隱政策中列明有關我們使用您個人資料的方式表達意願，並可透過您使用我們服務時所選方式來行使此權利，例如是手提電話、流動應用程式或網站的任何版本。
- 2.4. 您同意並允許我們使用您的個人資料，並透過郵遞、電話、**手機訊息** (如 SMS、MMS) 及電子郵件方式，來向您介紹或通知我們認為您或感興趣的其他產品及服務，包括直銷所宣傳的服務，或服務有改變或發展。
- 2.5. 若您在裝置上選擇了開始或繼續接收我們的推送訊息，我們或會向您發送與您所選服務以及我們服務和推廣資料相關的推送訊息。您可隨時透過更改流動裝置上的偏好設定或聯絡我們 (請看下方「聯絡方式」)，來選擇停止接收我們的推送訊息。
- 2.6. 所有於我們網站及服務的留言或意見，即代表您允許我們於網站及任何市場營銷或廣告素材中使用這些留言和意見。我們只會因此目的來使用您的名字及居住城市以辨識您的身份。

## 3. 您的個人資料之保護

- 3.1. 您所提供的個人資料將會轉移到並存放於我們的伺服器內。
- 3.2. 有第三方會為我們處理信用卡付款等資料及提供有關付款的支援服務。
- 3.3. 我們或會需要向您所訂餐的餐廳（下稱「餐廳合作夥伴」）提供您的個人資料。一經提交您的個人資料，即代表您同意這些轉移、存放或處理方式。Delivery專線 將採取合理的所需途徑來確保您的個人資料得以安全地處理，並符合此私隱政策。
- 3.4. 若您允許我們讓經嚴格選出的第三方市場營銷及廣告公司，以及我們於飲食、休閒、交通、付款服務及廣告界別的附屬公司就您或感興趣的服務偶爾與您聯繫，他們則或會以電話、SMS 和電子郵件方式聯絡您。
- 3.5. 若我們的業務出現與另一間業務機構聯營、收購、被收購或合併情況，您的個人資料或會被披露或轉移到目標公司、我們的新業務合作夥伴或持有人或其顧問。
- 3.6. 在我們因有義務配合（及 / 或我們認為有義務去配合）任何發生於本港內或外的法律或法例而需要去披露或分享您的個人資料給本港內或外的第三方時；或因行使網站上的使用條款及其他協議；或因保障Delivery專線、餐廳合作夥伴或其他人權利，我們則可能會使用您提供給我們的個人資料。這包括將您的個人資料交給其他公司和團體來作預防詐騙之用。

#### 4. 安全性與資料保存

- 4.1. 保障所有客人個人資料免受未經許可的存取和非法處理、意外損失、銷毀及破壞影響。我們將會根據上述目的或法律規定來保存您的個人資料一段合理的時間。
- 4.2. 若存取網站某些部分的密碼後，您則有責任確保這個密碼保密。我們建議您不要與任何人分享密碼。
- 4.3. 並不能確保您的資料能安全傳輸到網站上；任何傳輸均存在風險，請自行判斷。
- 4.4. 收到您的個人資料後，將按照嚴謹程序及保安措施來嘗試預防未經授權的存取。

#### 5. 存取與更新

您有權查看我們所持有關您的個人資料（透過下稱「存取請求」），並要求我們作出任何更改來確保資料準確及最新。若您希望這樣做，請以下列聯絡方式聯絡我們。若您作出「存取請求」，我們將保留向您收取 HK\$100 費用的權利，以填補我們向您提供所持有關您的個人資料時所需成本。

## 6. 更改我們的私隱政策

任何針對我們私隱政策的更改，都會更新到網站上。而不作另行通知。

## 7. 聯絡方式

若您就有關我們使用您個人資料的方式有任何意見、疑問或請求，歡迎電郵至 [C.S. Delivery@gmail.com](mailto:C.S.Delivery@gmail.com)(暫定)。

Shan Ca Development Company Limited ("we", "our" or "Delivery") is committed to protecting the privacy of all visitors to our website and all visitors who access the website or services through any mobile application (together, "Website"). Please read the following privacy policy which explains how we use and protect your personal data.

By visiting and/or ordering services on this Website, you agree and where required you consent to the collection, use and transfer of your personal data as set out in this policy.

### 1. Information That We Collect From You

When you visit the Website or make a Deliveroo order through the Website, you may be asked to provide personal data about yourself including your name, contact details and payment information such as credit or debit card information. We may also collect information about your usage of the Website and information about you from the messages you post to the Website and the e-mails or letters you send to us.

By accessing Deliveroo information and/or services using mobile digital routes such as (but not limited to) mobile, tablet or other devices/technology including mobile applications, then you should expect that Deliveroo's data collection and usage as set out in this privacy policy will apply in that context too. We may collect technical information from your mobile device or your use of our services through a mobile device, for example, location data and certain characteristics of, and performance data about your device, carrier/operating system including device and connection type, IP address, mobile payment methods, interaction with other retail technology such as use of NFC Tags, QR Codes or use of mobile vouchers. Unless you have elected to remain anonymous through your device and/or platform settings, the above personal data about you may be collected and used by us automatically if you use the service through your mobile device(s) via any Deliveroo mobile application, through your mobile's browser or otherwise. We will also collect information from you when you contact our riders using the chat function on our Websites

### 2. Use Of Your Personal Data

Your personal data will enable us to provide you with access to the relevant parts of the Website and to supply the services you have requested. It will also enable us to bill you and to contact you where necessary concerning our

services. We will also use and analyse the personal data we collect so that we can administer, support, improve and develop our business, for statistical or analytical purposes and to help us prevent fraud. Where appropriate, now and in the future you may have the ability to express your preferences around the use of your personal data as set out in this privacy policy and this may be exercised through your chosen method of using our services, for example mobile, mobile applications or any representation of the Website.

We may use your personal data to contact you for your views on our services and to notify you occasionally about important changes or developments to the Website or our services.

We intend to use your personal data (name and contact details) for direct marketing on offers and promotions relating to food and beverages and we may contact you to do so by post, telephone, mobile messaging (e.g. SMS, MMS etc.) as well as by e-mail. We may also, for gain, provide your personal data to our Partner Restaurants for direct marketing on their food and beverages. However, we may not do so unless we have received your consent. Where you have chosen at a device level to begin or continue receiving push notifications from us, we may send you push notifications relating to the services that you have requested from us and information about our services and offers. You can choose to stop receiving push notifications from us at any time by changing your preferences on your mobile device or by getting in touch (see Contact).

If you do not want us to use your personal data described above or change your mind about being contacted in the future, please let us know by using the contact details set out below and/or amending your profile accordingly.

Please note that by submitting comments and feedback regarding the Website and the services, you consent to us to use such comments and feedback on the Website and in any marketing or advertising materials. We will only identify you for this purpose by your first name and the city in which you reside.

For any of the above purposes, if the collection and provision of personal data is mandatory, we will indicate as appropriate. For any mandatory information required by us, we will not be able to provide you access to the Website, supply our services to you or administer our services provided to you for the above purposes if you do not provide us with the required information.

### 3. Disclosure Of Your Personal Data

The personal data you provide to us will be transferred to and stored on our servers in Ireland.

Third parties process information such as credit card payments and provide support services related to payments for us. In addition, we may need to provide your personal data to any restaurants ("Partner Restaurants") that you have placed your order with. By submitting your personal data, you agree to

this transfer, storing or processing. Deliveroo will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this privacy policy.

You agree that we may allow carefully selected third party marketing and advertising companies, our affiliated entities in the food, drink, leisure, transportation, payment services and advertising sectors, to contact you occasionally about services that may be of interest to you. They may contact you by telephone, SMS as well as by e-mail. If you change your mind about being contacted by these companies in the future, please let us know by using the contact details set out below and/or by amending your profile accordingly. We may also share your personal data with marketing companies who help us analyse the personal data we collect so that we can administer, support, improve and develop our business and services to you.

If our business enters into a joint venture with, purchases or is sold to or merged with another business entity, your personal data may be disclosed or transferred to the target company, our new business partners or owners or their advisors.

We may use the personal data that you provide to us if we are under a duty to disclose or share your personal data to third parties in or outside Hong Kong in order to comply with (and/or where we believe we are under a duty to comply with) any legal or regulatory obligation that arise in or outside Hong Kong; or in order to enforce the Terms of Use of the Website and any other agreement; or to protect the rights of Deliveroo, Partner Restaurants or others. This includes exchanging your personal data with other companies and other organisations for the purposes of fraud protection and prevention.

#### 4. Security And Data Retention

We take steps to protect your personal data from unauthorised access and against unlawful processing, accidental loss, destruction and damage. We will keep your personal data for a reasonable period for as long as necessary for the purposes set out above, or as long as the law requires.

Where you have chosen a password which allows you to access certain parts of the Website, you are responsible for keeping this password confidential.

We advise you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will take steps to protect your personal data, we cannot guarantee the security of your data transmitted to the Website; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

#### 5. Accessing And Updating

You have the right to see the personal data we hold about you ("Access Request") and to ask us to make any changes to ensure that it is accurate

and up to date. If you wish to do this, please contact us using the contact details set out below. In the event that you make an Access Request, we reserve the right to charge a fee of HK\$100 to meet our costs in providing you with details of the personal data we hold about you.

#### 6. Changes To Our Privacy Policy

Any changes to our Privacy Policy will be posted to the Website and, where appropriate, through e-mail notification.

#### 7. Contact

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to the DPO at Roofoods Limited, 1 Cousin Lane, London, EC4R 3TE, United Kingdom; or call on tel +44 203 699 9977, or email at [dpo@deliveroo.com](mailto:dpo@deliveroo.com).