

# Dinometrics Privacy Policy

Last modified: February 03, 2026

## About our privacy policy

Dinometrics ("we", "us", "our") is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your data when using our website, mobile apps, restaurant POS system, Dine-o-Pedia, and related services.

Dinometrics highly values your privacy. We therefore only process data on behalf of the restaurant that we need for (improving) our services and handle the information we have collected about you and your use of our services with care. Where this privacy policy refers to Dinometrics, it also refers to the restaurant for which Dinometrics performs services. We will never make your data available to third parties for commercial purposes and will not rent or sell your personal data. This privacy policy applies to the use of the website and the services provided through it by Dinometrics.

This privacy policy describes what data about you is collected by us during a visit to Dinometrics, what this data is used for, and with whom and under what conditions this data may be shared with third parties. We also explain to you how we store your data and how we protect your data against misuse, and what rights you have with regards to the personal data you have provided to us.

If you have any questions about our privacy policy, you can contact our contact person for privacy matters; you will find the contact details at the end of our privacy policy.

## Purpose of Data Processing

We use your data exclusively for the provision of our services. This means that the purpose of the processing is always directly related to the assignment you provide to us.

We do not use your data for (targeted) marketing purposes without your explicit consent. If you share data with us and we use such data to contact you at a later time for purposes other than at your request, we will explicitly request your consent.

Your data will not be shared with third parties, except where this is necessary to comply with accounting, legal, or other administrative obligations. All such third parties are bound by confidentiality, either by virtue of the agreement between them and us or by an oath or statutory obligation.

## Automatically Collected Data

Data that is automatically collected by our website is processed for the purpose of further improving our services. This data (for example, information about your web browser and operating system) does not constitute personal data.

## Purposes of Processing

Dinometrics processes the personal data listed below exclusively for the following purposes:

- to process and place your order with a restaurant;
- to assess and evaluate your order;
- to process payments (and any applicable refunds);
- to provide customer support services;
- to send newsletters, provided that you have given your consent.

## Processed Personal Data

### Order Fulfilment

For the purpose of fulfilling your order, we process your name, address, and residence details (NAW data), contact details, information relating to the items you have ordered, payment details, and any other information you provide when placing your order.

These personal data are processed because such processing is necessary for the performance of the agreement with the data subject.

### Customer Service

If you have a question or comment and contact our customer service, we process your personal data in order to respond to your inquiry and/or comment. In this context, we process your name, address, and residence details (NAW data), contact details, payment details, and information relating to your question and/or comment.

These personal data are processed because such processing is necessary for the performance of the agreement with the data subject.

### Newsletter

If you have given your consent (via an opt-in), we will send you a newsletter. For the purpose of sending the newsletter, we process your name and email address.

These personal data are processed on the basis of your consent. In this case, the personal data will be retained until you indicate that you no longer wish to receive

the newsletter. Consent may be withdrawn at any time via the unsubscribe link included in every email.

## Reviews

We process personal data relating to reviews you have submitted about a restaurant. In this context, we process your name, review content, and any information you voluntarily include in your review.

These personal data are processed because such processing is necessary for the performance of the agreement with the data subject.

## Cooperation with Tax and Criminal Investigations

In certain cases, Dinometrics may be legally required to share your data in connection with tax or criminal investigations conducted by governmental authorities. In such cases, we are obliged to disclose your data. We will only share your personal data to the extent required by applicable law.

## Retention Periods

As we store and process personal data only insofar as this is necessary, we are legally required to retain such personal data. We therefore retain your data for as long as required under applicable laws and regulations. This generally means retention for the period required under applicable accounting and tax laws.

## Your Rights

Under applicable data protection laws, including the GDPR, you, as a data subject, have certain rights with regard to the personal data processed by or on our behalf. Below, we explain these rights and how you may exercise them.

In principle, to prevent misuse, we will only send copies or extracts of your personal data to the email address already known to us. If you wish to receive the data at a different email address or, for example, by post, we will request proof of your identity.

We maintain records of processed requests. In the case of a request for erasure ("right to be forgotten"), we retain anonymized administrative records. We can only delete your personal data if and insofar as this is legally permitted. If there is a legal obligation to retain certain information or personal data, we are unable to delete such data. Where applicable, we will inform the data subject accordingly.

You have the right to lodge a complaint with the supervisory authority in your country of residence or with the competent data protection authority if you believe that we are processing your personal data in an incorrect or unlawful manner.

## Right of Access

You have the right at all times to access the personal data that we process, or have processed on our behalf, which relates to you or can be traced back to you. You may submit a request to this effect to our contact person for privacy matters. You will receive a response to your request within 30 days.

If your request is granted, we will send a copy of all personal data processed about you to the email address known to us, together with an overview of the processors that hold such data, including the information to which you are entitled under applicable law. All copies and extracts of data will be provided in the data format used within our systems.

## Right to Rectification

You have the right at all times to have personal data that we process, or have processed on our behalf, which relates to you or can be traced back to you, corrected if it is inaccurate. You may submit such a request to our contact person for privacy matters. You will receive a response within 30 days.

If your request is granted, we will send a confirmation to the email address known to us stating that the personal data has been corrected.

## Right to Restriction of Processing

You have the right at all times to request the restriction of the processing of personal data that we process, or have processed on our behalf, which relates to you or can be traced back to you. You may submit such a request to our contact person for privacy matters. You will receive a response to your request within 30 days.

If your request is granted, we will send a confirmation to the email address known to us stating that the processing of your personal data has been restricted.

## Right to Data Portability

You have the right at all times to request that personal data which we process, or have processed on our behalf, and which relates to you or can be traced back to you, be transferred to another party. The right to data portability applies only where the processing is based on your consent or where the processing is necessary for the performance of an agreement with you. Furthermore, only personal data that is processed by automated means is eligible for transfer.

You may submit a request regarding the transfer of personal data to our contact person for privacy matters. You will receive a response to your request within 30 days.

If your request is granted, we will provide you, at the email address known to us, with copies of all personal data concerning you that we have processed or that has been

processed on our behalf by other processors or third parties. In such cases, it is likely that we may no longer be able to continue providing our services, as the secure linkage of data files can no longer be guaranteed. The personal data will be provided to you in a structured, commonly used, and machine-readable format.

## Right to Object and Other Rights

In certain cases, you have the right to object to the processing of your personal data by or on behalf of Dinometrics. If you raise an objection, we will immediately suspend the processing of your personal data pending the assessment of your objection.

If your objection is upheld, we will provide you with copies and/or extracts of the personal data that we process, or have processed on our behalf, and will thereafter permanently cease such processing, unless continuation is required by law. In many cases, we are legally obliged to retain certain personal data for a longer period.

## Profiling

You also have the right not to be subject to automated individual decision-making or profiling. We do not process your personal data in a manner that triggers the application of this right. If you believe that this is not the case, please contact our contact person for privacy matters.

## Cookies & Tracking

In order to optimize and analyse our services, Dinometrics uses the following services on its website.

### Google

Cookies from the U.S.-based company Google are placed via our website, including cookies for Google Analytics. Our website statistics are stored for a maximum period of 36 months. We use this data to gain insights into visitor behaviour on our website.

Your visit to our website may also be used for remarketing campaigns and search engine advertising via Google Ads. Anonymized data is also shared with Google Search Console.

Cookies for marketing purposes are placed only if you have given your consent.

#### *How Google uses data from this website*

This website uses Google services to improve quality and performance. Information on how Google uses data from websites that use its services can be found via the relevant Google information page.

## Bing

Cookies from the U.S.-based company Microsoft are placed via our website for the purpose of Bing Ads. We use this service for search engine advertising and remarketing campaigns. Anonymized statistics are stored in relation to this data.

Cookies for marketing purposes are placed only if you have given your consent.

## Facebook Pixel

Cookies from the U.S.-based company Facebook may be placed via our website as part of the “Pixel” service. We use this service to track and receive reports on how visitors use the website. These data may also be used for remarketing campaigns.

This processor may be required under applicable laws and regulations to provide access to these data. We have not permitted Facebook to use the collected analytics information for other Facebook services.

Cookies for marketing purposes are placed only if you have given your consent.

## Hotjar

We use the services of Hotjar for our website. This service provides us with insights into how users navigate our website. Only anonymized data (which does not constitute personal data) is collected for this purpose.

## Third-Party Cookies

Where third-party software solutions make use of cookies, this is stated in this privacy policy.

## Changes to the Privacy and Cookie Policy

We reserve the right to amend our privacy and cookie policy at any time. The most recent version can always be found on this page. If changes to the privacy policy affect the way in which we process personal data already collected about you, such changes will be published on this page.

## Contact Details

**Dinometrics**, established in India and operates internationally.

**Phone:** +91-966-251-4696

**Email:** [contact@dinometrics.app](mailto:contact@dinometrics.app)

**Contact for privacy matters:** [contact@dinometrics.app](mailto:contact@dinometrics.app)

**EU Representative:** Dinometrics has not appointed an EU representative under Article 27 of the GDPR.