

ChattingMenu Privacy Policy for Customers

Last Updated: September 25, 2024

1. Introduction

Welcome to ChattingMenu, a service from Mehonal Niagara Web Design. ChattingMenu helps Customers — anyone visiting a restaurant who uses our service — access digital menus and chat with those menus using our chat-to-menu feature.

When we refer to 'Customers,' we are referring to the visitors using ChattingMenu, not the 'Restaurant Owners,' who use our service to provide menus and chat features to their guests. This Privacy Policy is intended for Customers, and there is a separate Privacy Policy for Restaurant Owners that outlines the data practices specific to their use of our service that can be found in the link: <https://chattingmenu.com/privacy-policy/restaurant>.

This Privacy Policy explains how we collect, use, and protect your personal information when you visit a restaurant's menu page or use the chat-to-menu feature. We are dedicated to keeping your information safe and being transparent about how we handle your data.

Welcome to ChattingMenu, a service provided by Mehonal Niagara Web Design. ChattingMenu is designed to help restaurant Customers access digital menus and interact with those menus through our innovative chat-to-menu functionality. This Privacy Policy outlines how we collect, use, and protect your personal information when you visit a restaurant's menu page or utilize the chat-to-menu feature. We are committed to maintaining the privacy and security of your information and ensuring transparency in how we handle your data.

By using the ChattingMenu service, you agree to the practices described in this Privacy Policy.

2. Information We Collect

When you interact with ChattingMenu on a restaurant's website, we collect certain information to improve the functionality of our service and enhance your experience. The types of data we collect include:

- **Usage Data:** This includes information about how you interact with restaurant menus and navigate through the menu options.
- **Chat Data:** If you use the chat-to-menu functionality, the content of those chats is collected and stored for up to 365 days. This may include your IP address, location information retrieved from your IP address, device details, and other metadata associated with the chat.
- **Analytics Data:** ChattingMenu uses Google Analytics to track and analyze visitor behavior on the restaurant's menu pages. This includes information such as the pages visited, the time spent on each page, and interaction patterns.

- **Device and Browser Information:** This includes information about the device you use, browser type, IP address, and operating system.

We do not collect any personally identifiable information unless it is explicitly provided by you in the course of your interaction.

3. How We Use Your Information

The information we collect is used to improve your experience and ensure the service operates as intended. Specifically, we use your information in the following ways:

- **Menu Navigation:** Data about how you browse restaurant menus helps us optimize the layout and content of menu pages for easier navigation.
- **Chat-to-Menu Responses:** The data collected from your interactions with the chat-to-menu feature allows us to deliver relevant answers and improve response accuracy when you inquire about specific menu items, dietary information, or restaurant offerings.
- **Analytics and Service Improvements:** We use Google Analytics to understand how users interact with restaurant menus, allowing us to enhance the performance, design, and functionality of the ChattingMenu service.

We do not use your information for any purposes unrelated to the ChattingMenu service, and we ensure that all data is handled securely.

4. Chat Data Retention

If you use the chat-to-menu functionality, any conversations you have with the system regarding menu items will be stored for up to 365 days. This retention period allows us to analyze interactions, improve the service's accuracy, and ensure a consistent and helpful user experience when returning Customers use the chat feature again.

The chat data is stored securely and is only used for the purposes outlined in this policy. After 365 days, all stored chat data will be deleted automatically from our system.

5. Google Analytics

ChattingMenu integrates **Google Analytics** to help us better understand how users interact with restaurant menu pages. This tool collects data such as:

- Pages visited and time spent on each page.
- User behavior, such as clicks, scrolls, and interactions with menu items.
- Geographic location based on IP address (which is anonymized).
- Device and browser information.

We use this information solely to analyze usage patterns, improve the layout and functionality of the restaurant's menu pages, and enhance the overall user experience. No personally identifiable information is shared with Google through our use of Google Analytics. For more information on how Google Analytics collects and processes data, please refer to Google's Privacy Policy.

6. Sharing of Your Information

We take your privacy seriously and only share your information when it is necessary for providing or improving the ChattingMenu service. Specifically, we share data in the following contexts:

- **Third-Party Service Providers:** We work with trusted partners, such as Google Analytics, to analyze user behavior and optimize service performance. These partners only have access to non-personally identifiable information and are required to protect your data in accordance with their own privacy policies.
- **Chat-to-Menu Functionality Providers:** Chat data is processed through **OpenAI API**, which generates responses to your inquiries about menu items or restaurant offerings. The third-party provider, OpenAI, manages this API and handles chat data in compliance with their privacy and data usage policies. ChattingMenu does not opt-in to sharing any data with OpenAI's API for training purposes. The chats are transmitted to OpenAI's API for processing in order to provide the chat-to-menu functionality and may be retained temporarily by OpenAI to provide this service.
- **Legal Compliance:** We may disclose your information if required to comply with laws, regulations, or legal processes, or to protect the rights, property, or safety of Mehonal Niagara Web Design, our customers, or others.

We do not sell or rent any of your personal information to third parties for marketing purposes.

7. Data Security

We are committed to protecting the security of your information. To safeguard your data, ChattingMenu implements a range of security measures, including:

- **Encryption:** Any data transmitted through the chat-to-menu functionality is encrypted using TLS/SSL to ensure its security while in transit. However, please note that **chat data is not encrypted at rest**, though it is stored securely in accordance with industry best practices to prevent unauthorized access.
- **Access Controls:** Only authorized personnel have access to the collected data, and strict access controls are in place to prevent unauthorized access or misuse.
- **Data Retention Limits:** As noted, chat data is retained for a maximum of 365 days, after which it is automatically deleted from our systems.

While we take every reasonable step to protect your data, no system is 100% secure. In the event of a security breach, we will notify affected users and take the necessary steps to mitigate risks.

8. Your Data Rights

You have rights regarding your personal information and how it is used. These include:

- **Access and Correction:** You have the right to request access to the data we hold about you and correct any inaccuracies. While we typically do not collect personally identifiable information, you may contact us if you believe there is data you would like to review or update.
- **Data Deletion:** You have the right to request the deletion of chat history retained through the chat-to-menu functionality before the 365-day retention period has elapsed. To do so, please contact us with details of your request.
- **Cookie Management:** You can control how cookies are used by adjusting your browser settings to accept, block, or delete cookies. Note that some features of ChattingMenu may not function properly if cookies are disabled.
- **Objection to Processing:** In certain circumstances, you may object to the processing of your personal data if you believe it is not being used appropriately or in line with your consent.

To exercise any of these rights or to inquire further, please contact us using the details provided in the **Contact Us** section of this policy.

9. Cookies and Tracking Technologies

ChattingMenu uses cookies and similar tracking technologies to enhance your experience while browsing restaurant menu pages. Cookies are small data files stored on your device that allow us to recognize your browser and capture certain information. We use cookies for the following purposes:

- **Session Cookies:** To remember your actions during a session, such as your selected menu items or preferences.
- **Analytics Cookies:** To track your usage of the restaurant's menu pages and help us understand which features are most popular or need improvement. These cookies are used in conjunction with Google Analytics.
- **Performance Cookies:** To ensure the ChattingMenu service runs smoothly and efficiently across different devices and browsers.

You have control over how cookies are used. Most web browsers automatically accept cookies, but you can modify your browser settings to block or delete cookies if you prefer. However, disabling cookies may limit some functionalities of the ChattingMenu service.

10. International Data Transfers

If you access ChattingMenu from outside of Canada, please be aware that your data may be transferred to and stored in data centers located in countries outside of your jurisdiction, including the United States. Where such transfers occur, we ensure that your data is protected through appropriate safeguards, such as standard contractual clauses or other legally recognized mechanisms.

11. Children's Privacy

ChattingMenu is not intended for use by individuals under the age of 13, and we do not knowingly collect personal information from children. If you are a parent or guardian and believe that your child has used the ChattingMenu service and provided personal information without your consent, please contact us, and we will take steps to delete such information from our systems.

12. Third-Party Services

Throughout this Privacy Policy, we refer to various third-party services that assist us in providing the ChattingMenu platform. For your convenience, here are links to their respective privacy policies and terms of service:

Google Analytics:

- [Google Privacy Policy](https://policies.google.com/privacy) (<https://policies.google.com/privacy>)
- [Google Analytics Policies](http://www.google.com/analytics/policies/) (<http://www.google.com/analytics/policies/>)
- [Google Analytics Terms of Service](https://marketingplatform.google.com/about/analytics/terms/us/) (<https://marketingplatform.google.com/about/analytics/terms/us/>)

OpenAI API:

- [OpenAI's "How We Use Your Data" for OpenAI API:](https://platform.openai.com/docs/models/how-we-use-your-data) (<https://platform.openai.com/docs/models/how-we-use-your-data>)
- [Enterprise Privacy Policy](https://openai.com/enterprise-privacy/) (<https://openai.com/enterprise-privacy/>)
- [OpenAI Business Terms](https://openai.com/policies/business-terms/) (<https://openai.com/policies/business-terms/>)

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or service offerings. Any changes will be posted on this page, and the "Last Updated" date at the top of the policy will be revised accordingly.

The up-to-date version of the Terms will be accessible through the link: <https://chattingmenu.com/privacy-policy/customer>.

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your information. If significant changes are made to the way we collect, use, or share your data, we will notify you either through a notice on the restaurant's menu page or via other appropriate means.

14. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the use of your information, please feel free to contact us. We are here to help clarify how your data is handled and address any issues related to your privacy.

You can reach us at:

Mehonal Niagara Web Design

Email: contact@mehonal.net

Phone: +1 289 501 0436

We aim to respond to all inquiries within a reasonable timeframe and will work to resolve any concerns promptly.