

ChattingMenu Privacy Policy for Restaurant Owners

Last Updated: September 25, 2024

1. Introduction

Welcome to the Privacy Policy for Restaurant Owners using ChattingMenu, a service provided by Mehonal Niagara Web Design. This policy outlines how we collect, use, and protect the personal information of Restaurant Owners who register for and utilize our services. We are committed to maintaining the privacy and security of your information while ensuring that you understand your rights and our practices regarding data handling.

When we refer to 'Restaurant Owners,' we are referring to anyone who registers to ChattingMenu, whether they have added a restaurant using ChattingMenu or not. Restaurant Owners can manage multiple restaurants under a single account, or they may have no restaurants at all, but they are still referred to as 'Restaurant Owners.'

This Privacy Policy is intended for Restaurant Owners, and there is a separate Privacy Policy for Customers — anyone visiting a restaurant who uses our service — 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>. It will also apply to any visitor of your ChattingMenu web page.

By using ChattingMenu as a Restaurant Owner, you agree to the practices described in this Privacy Policy.

2. Information We Collect from Restaurant Owners

When you register for and use ChattingMenu as a Restaurant Owner, we collect certain personal and business information to provide and enhance the service. The information we collect includes:

- **Registration Information:** When you register, we collect your full name, email address, and other relevant contact information to create your account and provide access to ChattingMenu services.
- **Business Information:** This includes the name of your restaurant, location, and menu details that you upload to the platform.
- **Payment Information:** To process payments for the ChattingMenu service, we use **Stripe** as a secure third-party payment processor. Stripe may collect additional information, such as billing address and payment details, which are subject to their privacy policy.
- **Usage Data:** Information about how you interact with the ChattingMenu service, including menu updates, customer interactions, and analytics related to customer usage.

- **Chat Data:** If you use the chat-to-menu functionality, the content of your 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.

We do not collect any personally identifiable information from your customers unless they directly interact with the ChattingMenu service on your restaurant's website.

3. How We Use Your Information

The information collected from Restaurant Owners is used to provide, maintain, and improve the ChattingMenu service, as well as to facilitate secure payments and communications.

Specifically, we use your information for:

- **Account Management:** Your registration and business information allows us to manage your account, authenticate your identity, and offer customer support.
- **Service Delivery:** We use your business information to present restaurant menus, manage customer interactions via the chat-to-menu functionality, and ensure the smooth functioning of the ChattingMenu service.
- **Payments:** Stripe is used to securely process subscription fees or other payments associated with using ChattingMenu. We do not store your payment details directly; instead, these are handled by Stripe.
- **Analytics:** We may analyze how you and your customers use ChattingMenu to improve our service, monitor performance, and make the platform more efficient.

We do not sell or share your personal information for marketing purposes without your explicit consent.

4. Stripe and Payment Processing

We use **Stripe** as our third-party payment processor to handle all financial transactions related to ChattingMenu. When you make payments for the service, Stripe collects and processes your payment information, including:

- **Payment Method:** Credit or debit card details, or other payment information.
- **Billing Information:** Your billing address and contact details.
- **Transaction Data:** The amount charged, the transaction date, and other related payment details.

Stripe securely handles your payment data in accordance with its own [Privacy Policy](#) and complies with PCI-DSS (Payment Card Industry Data Security Standards) to ensure that your financial information is protected. We do not have direct access to or store your full payment details.

5. Data Retention for Restaurant Owners

We retain your registration, restaurant, and usage data for as long as your account remains active. If you choose to delete your account, we will delete or anonymize your personal information, except as required for legal or operational purposes (e.g., to resolve disputes or comply with financial record-keeping obligations).

If you use the chat-to-menu functionality on your website's menu page, your chats will be retained and handled in accordance with the terms described in the Privacy Policy for Customers.

Payment and financial records processed by Stripe are stored according to Stripe's retention policies.

6. Google Analytics and Service Improvements

ChattingMenu integrates **Google Analytics** to help us understand how Restaurant Owners and their customers interact with the platform. The following data is collected:

- Pages visited by users and Restaurant Owners.
- User behavior, such as clicks and interactions with menus.
- Device and browser information.

Google Analytics allows us to monitor platform performance and improve our features, but it does not collect personally identifiable information unless provided by users. For more details, refer to Google's Privacy Policy.

7. Sharing Your Information

We respect your privacy and only share your information when it is necessary to provide the ChattingMenu service or comply with legal requirements. Specifically, we share data in the following contexts:

- We work with partners like **Stripe** (for payment processing), **Google Analytics** (for platform performance tracking), and **OpenAI** (for AI-aided functionalities, such as importing menu items from PDF files). These partners only have access to the information necessary to perform their services, and they are required to protect your data in compliance with their privacy policies.
- **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.

8. Data Security

We are committed to safeguarding your information. To protect your data, ChattingMenu implements a range of security measures, including:

- **Encryption:** Data transmitted between Restaurant Owners and the ChattingMenu platform is encrypted using TLS/SSL to ensure its security while in transit.
- **Access Controls:** Only authorized personnel have access to Restaurant Owner data, and strict access policies are in place to prevent unauthorized access or misuse.

However, please note that **data stored at rest (such as account information and chat history)** is not encrypted, although it is stored securely using industry-standard security practices.

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

9. Your Rights as a Restaurant Owner

As a Restaurant Owner, you have certain rights regarding your personal and business information. These rights include:

- **Access and Correction:** You have the right to request access to the data we hold about you and correct any inaccuracies in your account information.
- **Data Deletion:** You may request the deletion of your account and personal information, and we will comply unless we are required to retain certain data for legal or operational reasons.
- **Cookie Management:** You can manage your preferences regarding the use of cookies and tracking technologies by adjusting your browser settings.

To exercise any of these rights, please contact us at the details provided below.

10. Cookies and Tracking Technologies

ChattingMenu uses cookies and similar technologies to enhance your experience as a Restaurant Owner and analyze platform performance. Cookies are small data files stored on your device that allow us to recognize your browser and capture certain information. We use cookies for:

- **Session Management:** To keep you logged into your account and maintain session data.
- **Analytics:** To track user activity and gather insights that help us improve ChattingMenu's performance.

You can adjust your browser settings to block or delete cookies, but some features of ChattingMenu may not function correctly if cookies are disabled.

11. International Data Transfers

If you access ChattingMenu from outside of Canada, please note that your data may be transferred to and stored in data centers located in other countries, including the United States. We implement appropriate safeguards, such as **Standard Contractual Clauses (SCCs)**, to ensure that your data is protected during international transfers, in accordance with applicable laws like **GDPR**.

12. 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 believe a child has registered an account without parental consent, please contact us, and we will take steps to delete the information.

13. 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/)

Stripe:

- [Stripe Privacy Policy \(https://stripe.com/privacy\)](https://stripe.com/privacy)
- [Stripe Terms of Service \(https://stripe.com/legal\)](https://stripe.com/legal)

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/)

14. Changes to This Privacy Policy

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

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

We encourage you to review this Privacy Policy periodically. If we make significant changes, we will notify you via email or through the ChattingMenu platform.

15. 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.