

PRIVACY POLICY

C.S. EUROSTATUS LTD

This Privacy Policy explains how we collect, use, process and protect personal data when you:

- use our mobile application
- participate in our loyalty program
- place orders or interact with our restaurant services
- interact with our restaurants or customer support

This policy is designed to comply with the requirements of the General Data Protection Regulation (GDPR) and applicable data protection laws.

2. Data Controller

The Data Controller responsible for processing personal data is:

C.S. EUROSTATUS LTD

Registered in the Republic of Cyprus

Email: statusfamily.hello@gmail.com

For any privacy-related inquiries, users may contact us at the email address above.

3. Categories of Personal Data Collected

We may collect and process the following categories of personal data:

Identification Data

- Full name
- Username
- Loyalty account identifier

Contact Information

- Email address
- Phone number
- Delivery or billing address

Account Data

- Login credentials
- Encrypted password
- User preferences

Transaction Data

- Order history
- Purchase records
- Payment confirmations

Note: Payment card data is processed by certified payment providers and is not stored by the Company.

Loyalty Program Data

- Points earned
- Rewards redeemed
- Participation in promotional campaigns

Technical and Device Data

- IP address
- Device identifier
- Mobile operating system
- Application usage statistics

Marketing and Communication Data

- Consent for marketing communications
- Notification preferences

4. Sources of Personal Data

Personal data may be collected:

- directly from the user during registration or ordering
- automatically when using the application
- through loyalty program participation
- through customer support interactions

5. Purposes of Processing

We process personal data for the following purposes:

Service Delivery

- account creation and management
- order processing
- payment processing
- delivery coordination

Loyalty Program Administration

- tracking purchases
- awarding loyalty points
- managing promotions and rewards

Customer Support

- responding to inquiries
- handling complaints or disputes

Marketing Communications

- sending promotions, discounts, and updates
- informing users about offers or events

Marketing communications are sent only when consent has been provided.

Service Improvement

- analyzing customer behavior
- improving application performance
- enhancing user experience

Legal and Regulatory Compliance

- tax and accounting obligations
- fraud prevention
- regulatory reporting

6. Legal Basis for Processing

Personal data is processed based on the following legal grounds:

- Performance of a contract (order processing and service provision)
- Legitimate interests (service improvement, fraud prevention)
- User consent (marketing communications)
- Compliance with legal obligations

7. Data Sharing

Personal data may be shared with trusted third parties including:

- payment service providers
- delivery partners
- cloud hosting providers
- IT and software service providers
- marketing platforms
- legal or regulatory authorities when required by law

All third parties are contractually required to protect personal data and comply with GDPR.

8. International Data Transfers

Where personal data is transferred outside the European Economic Area (EEA), appropriate safeguards are implemented, including:

- Standard Contractual Clauses approved by the European Commission
- contractual data protection agreements

9. Data Retention

Personal data is retained only as long as necessary for the purposes described in this policy.

Typical retention periods include:

- customer accounts: while active
- transaction data: as required by tax law
- marketing data: until consent is withdrawn
- loyalty program data: during participation in the program

After expiration of retention periods, data will be securely deleted or anonymized.

10. User Rights

Under GDPR, individuals have the following rights:

- Right of access

- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to withdraw consent
- Right to object to processing

Requests may be submitted via email to:
statusfamily.hello@gmail.com

11. Data Security

We implement appropriate technical and organizational measures including:

- encryption of sensitive data
- secure servers and cloud infrastructure
- role-based access controls
- continuous monitoring for security incidents

Despite these safeguards, no system can guarantee absolute security.

12. Changes to this Privacy Policy

The Company may update this Privacy Policy periodically.

Users will be notified of significant changes through the mobile application or website.

13. Contact

For privacy-related inquiries or requests:

C.S. EUROSTATUS LTD

Email: statusfamily.hello@gmail.com