

CHAPTER 1

INTRODUCTION & SCOPE OF THE PRIVACY POLICY

Article 1.1 – Introduction

Cookify (“Cookify”, “we”, “our”, or “us”) is committed to respecting the privacy of all Platform users and protecting their Personal Data.

This Privacy Policy explains how Personal Data is collected, used, processed, disclosed, retained, and protected when you use the Cookify mobile application, website, or any related electronic services (the “Platform”).

Article 1.2 – Scope

This Privacy Policy applies to all users of the Cookify Platform, including:

- Customers;
- Chefs;
- visitors; and
- any person who accesses or interacts with the Platform.

This Privacy Policy does not apply to third-party websites, applications, or services, even where they are accessible through links available on the Platform.

Article 1.3 – Data Controller

Cookify acts as the controller of Personal Data collected through the Platform in accordance with Applicable Law and this Privacy Policy.

Article 1.4 – Relationship with Other Policies

This Privacy Policy forms an integral part of:

- the Customer Terms & Conditions;
- the Home Chef Terms & Conditions; and
- other applicable Cookify Policies.

Where any conflict relates to the processing of Personal Data, this Privacy Policy shall prevail unless Applicable Law requires otherwise.

Article 1.5 – Acceptance

By creating an Account, accessing, or using the Platform, the user acknowledges having read and understood this Privacy Policy and agrees to the processing of Personal Data as described herein, to the extent permitted by Applicable Law.

Article 1.6 – Changes to this Privacy Policy

Cookify may update this Privacy Policy from time to time to reflect legal, regulatory, technical, operational, or business developments.

Updated versions will be published through the Platform together with the effective date.

Where required by Applicable Law, additional notice or consent will be obtained.

Article 1.7 – Definitions

Capitalized terms not otherwise defined in this Privacy Policy shall have the meanings assigned to them in the Customer Terms & Conditions or the Home Chef Terms & Conditions unless the context requires otherwise.

Article 1.8 – Privacy Principles

Cookify processes Personal Data in accordance with the principles of lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, security, and storage limitation, subject to Applicable Law.

Article 1.9 – Scope of this Policy

This Privacy Policy governs only the processing of Personal Data.

Contractual rights and obligations relating to use of the Platform and Orders remain governed by the applicable Terms & Conditions.

Article 1.10 – Privacy Contact

Users may contact Cookify regarding any question or request relating to Personal Data or this Privacy Policy through Cookify's official communication channels published on the Platform

CHAPTER 2

PERSONAL DATA WE COLLECT

Article 2.1 – Data Collection Principle

Cookify collects only the Personal Data reasonably necessary to operate, provide, improve, and secure the Platform and to comply with Applicable Law.

Cookify will not intentionally collect Personal Data that is unnecessary for these purposes unless required or permitted by law or with the user's consent where applicable.

Article 2.2 – Account Information

Cookify may collect information provided when creating or updating an Account, including:

- full name;
- telephone number;
- email address;
- password (stored using appropriate security measures);
- profile photograph (where provided);
- preferred language; and
- any other information voluntarily supplied by the user.

Article 2.3 – Identity Verification Data

Where reasonably necessary, Cookify may collect identity verification information or supporting documents to verify identity or comply with legal or regulatory requirements.

Article 2.4 – Order Information

Cookify may collect information relating to Platform activity, including:

- Orders;
 - selected Products;
 - Order notes;
 - delivery addresses;
 - Order and delivery times;
 - Order status; and
 - Order history.
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Article 2.5 – Payment Information

Cookify may process payment-related information necessary to complete transactions, including:

- payment method;
- payment status;
- transaction amount; and
- transaction reference numbers.

Where payment information is processed directly by authorized payment service providers, Cookify does not retain full payment card details.

Article 2.6 – Location Data

Cookify may collect location information where the user grants permission or where location data is reasonably necessary to provide Platform services, including delivery address determination and location-based Product availability.

Article 2.7 – Device & Usage Information

Cookify may collect technical information such as:

- device type;
 - operating system;
 - application version;
 - IP address;
 - device identifiers;
 - usage logs;
 - crash reports;
 - performance information; and
 - network and connection data.
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Article 2.8 – Communications

Cookify may retain records of communications, customer support interactions, complaints, reports, and other correspondence exchanged through official communication channels.

Article 2.9 – User Content

Cookify may collect content voluntarily submitted through the Platform, including:

- photographs;
 - ratings;
 - reviews;
 - messages;
 - attachments; and
 - other user-generated content.
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Article 2.10 – Derived Data

Cookify may generate aggregated, statistical, analytical, or inferred information derived from Platform usage, including user preferences and usage patterns, provided that such processing complies with Applicable Law and is not used to unlawfully identify an individual.

CHAPTER 3

HOW WE COLLECT PERSONAL DATA

Article 3.1 – Sources of Personal Data

Cookify may collect Personal Data from various sources where reasonably necessary to operate the Platform, provide services, and comply with Applicable Law.

Article 3.2 – Information Provided by Users

Personal Data may be provided directly by users when they:

- create or update an Account;
 - place Orders;
 - contact customer support;
 - submit complaints or enquiries;
 - upload photographs, ratings, reviews, or comments; or
 - subscribe to optional services or promotional offers.
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Article 3.3 – Information Collected Automatically

Cookify may automatically collect certain information through use of the Platform, including:

- device information;
 - network and connection information;
 - usage logs;
 - crash and performance data;
 - location information (where permission has been granted or where required to provide services); and
 - interaction data relating to the Platform.
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Article 3.4 – Information from Payment Providers

Cookify may receive transaction-related information from authorized payment service providers, including payment status, transaction success or failure, and transaction reference numbers, to facilitate payment processing and Order management.

Cookify does not receive full payment card details where such information is processed directly by the payment provider.

Article 3.5 – Information from Service Providers

Cookify may receive information from third-party providers supporting Platform operations, including identity verification providers, notification services, messaging services, analytics providers, hosting providers, and security service providers, to the extent reasonably necessary.

Article 3.6 – Information from Other Users

Cookify may receive Personal Data submitted by another user where necessary to provide the requested service, including delivery details or recipient information supplied for Orders placed on behalf of another person.

The user providing such information represents that they have the lawful authority to do so.

Article 3.7 – Information from Competent Authorities

Cookify may collect or receive Personal Data from governmental, judicial, regulatory, law enforcement, or other competent authorities where required or permitted by Applicable Law.

Article 3.8 – Information Generated Through Platform Use

Cookify may generate operational, statistical, analytical, and administrative records arising from Platform use, including Order history, payment history, customer support records, and rating history, for service improvement, legal compliance, fraud prevention, and protection of legitimate interests.

Article 3.9 – Data Minimization

Cookify is committed to collecting only the minimum Personal Data reasonably necessary to achieve the purposes described in this Privacy Policy and shall not intentionally collect unnecessary Personal Data.

Article 3.10 – Accuracy of Information

Cookify relies on information provided by users.

Users are responsible for ensuring that Personal Data remains accurate, complete, and up to date.

Cookify shall not be responsible for consequences arising from inaccurate, incomplete, or outdated information provided by users.

CHAPTER 4

PURPOSES OF PROCESSING PERSONAL DATA

Article 4.1 – Purpose Limitation

Cookify processes Personal Data only for specified, legitimate, and transparent purposes for which it was collected, or for compatible purposes permitted by Applicable Law.

Personal Data will not be processed for incompatible purposes unless required or permitted by Applicable Law or based on the user's consent where applicable.

Article 4.2 – Account Management

Cookify may process Personal Data to:

- create and manage Accounts;
- verify user identity;
- update Account information;
- restore Account access; and

- maintain Account security.
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Article 4.3 – Platform Operations & Order Fulfilment

Personal Data may be processed to:

- display relevant Products;
 - process Orders;
 - administer Payments;
 - coordinate deliveries;
 - facilitate communications through the Platform; and
 - track Order status.
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Article 4.4 – Customer Support

Personal Data may be processed to respond to enquiries, complaints, customer support requests, investigate reports, resolve disputes, and improve customer service.

Article 4.5 – Security & Fraud Prevention

Cookify may process Personal Data to detect, investigate, and prevent fraud, abuse, unauthorized activity, security incidents, violations of the Terms, and other conduct that may harm the Platform or its users.

Article 4.6 – Legal & Regulatory Compliance

Personal Data may be processed to comply with legal or regulatory obligations, respond to lawful requests from competent authorities, protect the rights of Cookify or others, and establish, exercise, or defend legal claims.

Article 4.7 – Service Improvement

Cookify may process Personal Data to perform analytics, generate statistics, measure performance, improve user experience, develop new products or services, and enhance Platform functionality.

Where appropriate, Cookify may use aggregated, anonymized, or de-identified information.

Article 4.8 – Communications

Cookify may use Personal Data to send:

- Account notifications;
 - Order updates;
 - operational messages;
 - security alerts;
 - updates relating to the Platform or its policies; and
 - other communications necessary to provide the services.
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Article 4.9 – Marketing

Subject to Applicable Law, Cookify may use Personal Data to send promotional offers, newsletters, and marketing communications relating to Cookify or selected partners.

Where legally required, such communications will be sent only with the user's consent.

Users may opt out of marketing communications at any time without affecting operational or legally required communications.

Article 4.10 – Other Compatible Purposes

Cookify may process Personal Data for any other purpose that is compatible with the purposes described in this Privacy Policy, expressly authorized by the user, or otherwise required or permitted by Applicable Law, while respecting the principles of necessity, proportionality, and transparency.

CHAPTER 5

LEGAL BASIS FOR PROCESSING PERSONAL DATA

Article 5.1 – General Principles

Cookify processes Personal Data only where there is a valid legal basis under Applicable Law.

The applicable legal basis depends on the nature of the Personal Data, the purpose of processing, and the relationship between the user and Cookify.

Article 5.2 – Performance of a Contract

Cookify may process Personal Data where such processing is necessary to perform a contract with the user or to take steps at the user's request prior to entering into a contract, including:

- creating an Account;
 - processing Orders;
 - administering Payments;
 - providing Platform services; and
 - communicating regarding Accounts or Orders.
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Article 5.3 – Legal Obligations

Cookify may process Personal Data where necessary to comply with legal or regulatory obligations, including:

- tax obligations;
 - accounting requirements;
 - fraud prevention and anti-money laundering obligations where legally applicable;
 - responding to lawful requests from competent authorities; and
 - maintaining records required by law.
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Article 5.4 – Legitimate Interests

Cookify may process Personal Data where necessary for its legitimate interests or those of its users, provided such interests are not overridden by the user's fundamental rights and freedoms.

Such interests may include:

- Platform security;
- fraud prevention;
- service improvement;
- analytics;
- risk management; and
- establishing, exercising, or defending legal claims.

Article 5.5 – Consent

Where Applicable Law requires consent, or where Cookify relies on consent as the legal basis for processing, such consent shall be obtained in a clear and appropriate manner before processing begins.

Users may withdraw consent at any time for processing based on consent, without affecting the lawfulness of processing carried out before withdrawal.

Article 5.6 – Protection of Rights

Cookify may process Personal Data where necessary to protect its legal rights, the rights of users or third parties, to establish, exercise, or defend legal claims, or to protect vital interests where recognized under Applicable Law.

Article 5.7 – Processing Limitation

Cookify shall process only the minimum Personal Data reasonably necessary for the relevant lawful purpose and shall not process Personal Data for unrelated purposes unless another lawful basis exists or consent is obtained where required.

Article 5.8 – Changes to the Legal Basis

Where the purpose of processing changes or requires a different legal basis, Cookify shall take the steps required by Applicable Law, including providing notice or obtaining consent where legally required.

Article 5.9 – Compliance Records

Cookify may retain records demonstrating that Personal Data has been processed in accordance with an appropriate legal basis and Applicable Law.

Article 5.10 – Interpretation

This Chapter shall be interpreted to promote compliance with Applicable Law.

Where multiple legal frameworks apply, Cookify shall rely upon the legal basis most appropriate to the relevant processing activity and legal requirements.

CHAPTER 6

SHARING & DISCLOSURE OF PERSONAL DATA

Article 6.1 – General Principle

Cookify does not sell users' Personal Data.

Cookify shares or discloses Personal Data only where reasonably necessary for the legitimate purposes described in this Privacy Policy or where required or permitted by Applicable Law.

Article 6.2 – Sharing Between Customers and Chefs

Cookify may share Personal Data between Customers and Chefs to the extent reasonably necessary to fulfil an Order, including:

- name;
- necessary contact information;
- delivery address;
- Order details; and
- any other information reasonably required to prepare or deliver the Order.

Neither party may use such information for any purpose unrelated to fulfilment of the Order unless authorized by the data subject or permitted by Applicable Law.

Article 6.3 – Payment Service Providers

Cookify may share information with authorized payment service providers for payment processing, transaction verification, fraud prevention, and legal or regulatory compliance.

Only information reasonably necessary for these purposes shall be shared.

Article 6.4 – Service Providers

Cookify may disclose Personal Data to service providers supporting Platform operations, including technical, operational, security, consulting, analytics, hosting, messaging, and logistics providers, solely to the extent reasonably necessary for the services they perform.

Cookify takes reasonable measures to require such providers to protect Personal Data in accordance with contractual obligations and Applicable Law.

Article 6.5 – Governmental & Competent Authorities

Cookify may disclose Personal Data where disclosure is:

- required by Applicable Law;
 - required by a lawful court order or governmental request;
 - necessary for investigating suspected unlawful conduct; or
 - necessary to protect the rights, safety, security, or legitimate interests of Cookify, its users, or third parties.
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Article 6.6 – Corporate Transactions

Where Cookify undergoes a merger, acquisition, restructuring, financing, sale of business, or transfer of assets, Personal Data may be transferred to the relevant successor or acquiring entity, provided that Personal Data continues to be processed in accordance with this Privacy Policy or Applicable Law.

Article 6.7 – Professional Advisers

Cookify may disclose Personal Data where reasonably necessary to legal advisers, auditors, accountants, tax advisers, insurers, or other professional advisers for compliance, risk management, or protection of legal rights.

Article 6.8 – Aggregated & De-Identified Information

Cookify may use or share aggregated, statistical, anonymized, or de-identified information for analytics, research, reporting, and service improvement where such information does not reasonably identify an individual in accordance with Applicable Law.

Article 6.9 – No Sale of Personal Data

Cookify does not sell or rent Personal Data to third parties for their own marketing purposes without the user's consent unless Applicable Law expressly permits otherwise.

Article 6.10 – Data Minimization in Disclosure

Whenever Personal Data is disclosed, Cookify seeks to limit the disclosure to the minimum information reasonably necessary for the relevant legitimate purpose and applies appropriate safeguards during transmission and processing.

CHAPTER 7

COOKIES & TRACKING TECHNOLOGIES

Article 7.1 – Use of Tracking Technologies

Cookify may use cookies, similar technologies, device identifiers, analytics tools, software development kits (SDKs), and other technologies reasonably necessary to operate, secure, improve, and measure the performance of the Platform, in accordance with Applicable Law.

These provisions apply, where relevant, to the mobile application, website, and related electronic services.

Article 7.2 – What Are Cookies?

Cookies are small text files or technical identifiers stored or accessed by a browser, application, or device to recognize users or devices, remember preferences, improve user experience, and support Platform functionality.

Article 7.3 – Types of Technologies

Depending on the Platform service used, Cookify may use:

- essential cookies;
 - preference cookies;
 - device identifiers;
 - advertising identifiers, where applicable;
 - performance measurement tools;
 - analytics technologies;
 - crash reporting tools;
 - fraud prevention and security technologies;
 - push notification technologies; and
 - other comparable technologies reasonably necessary for Platform operation and development.
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Article 7.4 – Purposes

These technologies may be used for purposes including:

- operating the Platform;
- remembering user preferences;
- maintaining login sessions;
- improving performance;
- analytics;
- detecting technical failures;
- fraud prevention;
- protecting user Accounts;
- improving user experience; and
- developing new Platform features.

Article 7.5 – User Consent

Where Applicable Law requires user consent before certain cookies or tracking technologies are used, Cookify will obtain such consent in the manner required by law before activating those technologies.

Article 7.6 – Managing Preferences

Subject to the technology used, users may manage, modify, or disable certain cookies or tracking technologies through device, browser, or application settings where technically available.

Disabling certain technologies may affect the availability or functionality of some Platform features.

Article 7.7 – Third-Party Technologies

Cookify may use third-party technologies supporting analytics, performance monitoring, security, messaging, push notifications, or other Platform functionality.

Processing by such providers remains subject to their applicable privacy policies, contractual obligations, and Applicable Law.

Article 7.8 – Lawful Use of Tracking Technologies

Cookify will not use non-essential cookies or tracking technologies without an appropriate legal basis, including user consent where required by Applicable Law.

Article 7.9 – Future Technologies

Cookify may introduce, replace, or update tracking technologies as the Platform evolves, provided that such technologies remain subject to this Privacy Policy and Applicable Law.

Article 7.10 – Relationship with this Privacy Policy

This Chapter shall be read together with the remainder of this Privacy Policy, and all tracking technologies shall remain subject to the principles and safeguards set out herein.

CHAPTER 8

INFORMATION SECURITY & PROTECTION OF PERSONAL DATA

Article 8.1 – Commitment to Data Security

Cookify implements appropriate technical, organizational, and administrative measures designed to protect Personal Data against unauthorized access, use, disclosure, alteration, destruction, loss, or other unlawful processing, taking into account the nature of the Personal Data, the associated risks, and Applicable Law.

Article 8.2 – Security Measures

Depending on the nature of the services and technologies used, Cookify's security measures may include:

- encryption of data in transit using secure communication protocols;

- secure storage or cryptographic protection of passwords;
- access control mechanisms;
- authentication and identity verification measures;
- system monitoring and anomaly detection;
- backup procedures where appropriate;
- regular security updates; and
- infrastructure security controls.

This list is illustrative and does not represent an exhaustive description of Cookify's security practices.

Article 8.3 – Service Providers

Where appropriate, Cookify requires service providers processing Personal Data on its behalf to implement appropriate security measures and comply with contractual data protection obligations and Applicable Law.

Article 8.4 – User Responsibilities

Users are responsible for maintaining the confidentiality of their Account credentials, protecting their devices, and taking reasonable precautions to safeguard their Accounts.

Users should promptly notify Cookify if they become aware of unauthorized access or any incident that may compromise the security of their Personal Data or Account.

Article 8.5 – Security Incidents

Where Cookify becomes aware of a security incident affecting Personal Data, Cookify will take appropriate steps to investigate, contain, and mitigate the incident and will provide any notifications required by Applicable Law.

Article 8.6 – No Absolute Security Guarantee

Although Cookify applies appropriate security measures, no method of electronic transmission or storage can guarantee absolute security.

Accordingly, Cookify does not warrant that the Platform will be completely immune from all cybersecurity threats, without limiting any obligations imposed by Applicable Law.

Article 8.7 – Security Logs

Cookify may maintain security logs, access records, and technical monitoring information to protect the Platform, investigate security incidents, detect unauthorized activity, and comply with Applicable Law.

Article 8.8 – Governance & Training

Cookify may implement internal governance procedures and provide appropriate training to authorized personnel handling Personal Data to maintain an appropriate level of data protection and information security.

Article 8.9 – Continuous Improvement

Cookify regularly reviews its security practices and may update or enhance them in response to emerging threats, technological developments, operational needs, or legal requirements.

Article 8.10 – Relationship with this Privacy Policy

This Chapter shall be read together with the remainder of this Privacy Policy and does not limit any rights of users or legal obligations imposed upon Cookify under Applicable Law.

CHAPTER 9

DATA RETENTION & DELETION

Article 9.1 – Retention Principle

Cookify retains Personal Data only for as long as reasonably necessary to fulfil the purposes for which it was collected, comply with legal and regulatory obligations, protect legitimate interests, resolve disputes, enforce agreements, or as otherwise required or permitted by Applicable Law.

Article 9.2 – Retention Criteria

Retention periods are determined by considering factors including:

- the nature of the Personal Data;
 - the purpose of processing;
 - the duration of the relationship with the user;
 - legal and regulatory obligations;
 - accounting and tax requirements;
 - potential legal disputes or claims; and
 - fraud prevention and security requirements.
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Article 9.3 – Active Accounts

Cookify retains Personal Data associated with active Accounts for as long as reasonably necessary to provide Platform services and fulfil the purposes described in this Privacy Policy.

Article 9.4 – Retention After Account Closure

Following Account closure, Cookify may retain certain Personal Data where necessary for:

- compliance with Applicable Law;
 - accounting or tax obligations;
 - fraud prevention;
 - protection or enforcement of legal rights;
 - compliance with court orders or regulatory requirements; or
 - other lawful purposes.
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Article 9.5 – Deletion of Personal Data

When the applicable retention period expires or the lawful purpose no longer exists, Cookify will, as appropriate:

- delete Personal Data;
 - securely destroy it; or
 - anonymize or de-identify it where appropriate.
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Article 9.6 – Aggregated & Anonymized Information

Cookify may retain aggregated, anonymized, statistical, or de-identified information after deletion of Personal Data where such information no longer identifies an individual and is used for analytics, research, reporting, or service improvement.

Article 9.7 – Requests for Deletion

Users may request deletion of Personal Data where permitted by Applicable Law.

Cookify will assess such requests in accordance with legal requirements while taking into account any legal, contractual, or regulatory obligation requiring continued retention.

Article 9.8 – Suspension of Deletion

Cookify may postpone deletion of Personal Data where retention is reasonably necessary because of:

- pending disputes;
 - investigations;
 - legal claims;
 - legal retention obligations; or
 - other lawful grounds.
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Article 9.9 – Backup Copies

Certain Personal Data may remain in secure backup systems for a limited period after deletion from operational systems.

Such information shall be protected appropriately, used only where technically or legally necessary, and removed or overwritten in accordance with Cookify's backup retention procedures.

Article 9.10 – Periodic Review

Cookify periodically reviews its data retention practices to ensure that retention periods remain appropriate, proportionate, and compliant with Applicable Law and recognized data protection practices.

CHAPTER 10

USER RIGHTS REGARDING PERSONAL DATA

Article 10.1 – General Principles

Cookify respects users' rights regarding their Personal Data and considers requests relating to such data in accordance with Applicable Law while balancing users' rights against Cookify's legal and regulatory obligations.

Article 10.2 – Right of Access

Where permitted by Applicable Law, users may request confirmation as to whether Cookify processes their Personal Data and may request access to such data or information about how it is processed.

Article 10.3 – Right to Rectification

Users may request correction, updating, or completion of inaccurate or incomplete Personal Data, and Cookify will take appropriate action in accordance with Applicable Law.

Article 10.4 – Right to Erasure

Where permitted by Applicable Law, users may request deletion of their Personal Data.

Cookify may retain Personal Data where retention remains necessary to comply with legal obligations, protect legal rights, resolve disputes, or for any other lawful purpose.

Article 10.5 – Right to Restrict Processing

Where recognized under Applicable Law, users may request temporary restriction of certain processing activities while Cookify verifies the accuracy of the data, the applicable legal basis, or another matter relevant to the request.

Article 10.6 – Right to Object

Users may object to certain processing activities where Applicable Law grants such right.

Cookify will evaluate the objection in light of the legal basis for processing and any applicable legal obligations.

Article 10.7 – Withdrawal of Consent

Where processing is based on consent, users may withdraw that consent at any time.

Withdrawal does not affect the lawfulness of processing carried out before withdrawal and does not affect processing based on another lawful basis.

Article 10.8 – Right to Data Portability

Where Applicable Law provides such right, users may request a copy of their Personal Data in an appropriate format or request transfer of such data to another controller where technically feasible and legally permissible.

Article 10.9 – Exercising Rights

Users may exercise their rights through Cookify’s official communication channels or any tools made available through the Platform.

Cookify may request additional information to verify the identity of the requesting individual before acting upon a request.

Article 10.10 – Limitations & Response

Cookify may refuse, postpone, or limit a request, in whole or in part, where:

- required or permitted by Applicable Law;
- necessary to protect the rights or privacy of others;
- necessary to comply with legal or regulatory obligations;
- relevant to ongoing investigations or legal claims; or
- the request is manifestly excessive, repetitive, abusive, or technically disproportionate, to the extent permitted by Applicable Law.

Cookify will respond within the period required by Applicable Law or, where no specific period is prescribed, within a reasonable time.

CHAPTER 11

CHILDREN’S PRIVACY

Article 11.1 – Intended Audience

The Cookify Platform is intended solely for individuals who are at least eighteen (18) years of age and possess the legal capacity required to use the Platform and enter into binding agreements under Applicable Law.

Cookify does not target children or minors who lack the legal capacity to independently use the Platform.

Article 11.2 – No Knowing Collection

Cookify does not knowingly collect Personal Data from children or minors who are not eligible to use the Platform under this Privacy Policy or the applicable Terms & Conditions.

Article 11.3 – Discovery of Ineligible Accounts

If Cookify becomes aware, or reasonably believes, that an Account has been created or used by a person below the required age or lacking legal capacity, Cookify may take appropriate action, including:

- requesting additional information to verify age or legal capacity;
- temporarily suspending the Account;
- restricting access to certain services; or
- permanently closing the Account where appropriate,

subject to Applicable Law and the applicable Terms & Conditions.

Article 11.4 – Deletion of Personal Data

Where Cookify determines that Personal Data has been collected from a child or ineligible minor contrary to this Privacy Policy or Applicable Law, Cookify will take appropriate steps to delete or restrict processing of such data unless retention is required or permitted by Applicable Law.

Article 11.5 – User Responsibility

Users remain responsible for the accuracy of information relating to their age, legal capacity, and identity when creating or using an Account.

Article 11.6 – Parents & Legal Guardians

Parents, legal guardians, or legal representatives who believe that a child has provided Personal Data to Cookify contrary to this Privacy Policy may contact Cookify through its official communication channels.

Cookify will review the request and take appropriate action in accordance with Applicable Law.

Article 11.7 – Age Verification

Where reasonably necessary, Cookify may use reasonable methods to verify a user's age or legal capacity or request supporting documentation for compliance, safety, or fraud prevention purposes.

Article 11.8 – Reservation of Legal Rights

Nothing in this Chapter limits any rights or obligations relating to children, legal guardians, or Cookify arising under Applicable Law or prevents Cookify from taking any additional lawful measures necessary to protect Personal Data or user safety.

CHAPTER 12

INTERNATIONAL TRANSFERS OF PERSONAL DATA

Article 12.1 – Scope of Data Transfers

Personal Data may be processed, stored, or transferred within or outside the Arab Republic of Egypt where reasonably necessary to provide the Platform, operate the services, or fulfil the purposes described in this Privacy Policy, subject to Applicable Law.

Article 12.2 – Recipients of Personal Data

Personal Data may be transferred to recipients located in other jurisdictions, including:

- cloud hosting providers;
- payment service providers;
- messaging and notification providers;
- analytics and cybersecurity providers;
- Cookify affiliates; and
- other service providers supporting Platform operations.

Such transfers shall be limited to what is reasonably necessary for the relevant purpose.

Article 12.3 – Safeguards

Where Personal Data is transferred, Cookify implements appropriate safeguards designed to provide an adequate level of protection, including, where appropriate:

- legally binding agreements;
- contractual data protection obligations;
- appropriate technical and organizational safeguards; or
- other lawful transfer mechanisms recognized under Applicable Law.

Article 12.4 – Legal Compliance

Cookify will comply with any legal requirements applicable to cross-border Personal Data transfers, including obtaining approvals, authorizations, or implementing safeguards where required by Applicable Law.

Article 12.5 – Transfers to Service Providers

Where Cookify engages service providers located outside the user's jurisdiction, Personal Data will be transferred only to the extent reasonably necessary for service delivery.

Such providers shall process Personal Data only for the agreed purposes and not for their own independent purposes unless permitted by Applicable Law.

Article 12.6 – Corporate Transactions

Where Cookify undergoes a merger, acquisition, restructuring, financing, or sale of business or assets, Personal Data may be transferred to the relevant successor or acquiring entity, provided that Personal Data continues to receive protection consistent with this Privacy Policy and Applicable Law.

Article 12.7 – User Rights

Cross-border transfer of Personal Data does not limit the rights available to users under this Privacy Policy or Applicable Law to the extent those rights continue to apply.

Article 12.8 – Ongoing Review

Cookify periodically reviews international transfer practices and applicable safeguards to maintain compliance with Applicable Law and recognized data protection standards.

CHAPTER 13

CHANGES TO THIS PRIVACY POLICY

Article 13.1 – Right to Update

Cookify may amend or update this Privacy Policy from time to time where reasonably necessary to reflect:

- legal or regulatory developments;
- enhancements to Platform services;
- new features or functionalities;
- technological or security developments; or
- other legitimate operational requirements.

Article 13.2 – Publication

Updated versions of this Privacy Policy will be published through the Platform, website, or another appropriate electronic channel together with the effective date or the date of the latest update.

Article 13.3 – Notice of Material Changes

Where changes materially affect the processing of Personal Data or users' rights, Cookify will use reasonable efforts to provide advance notice through appropriate communication channels, where required by Applicable Law.

Article 13.4 – Consent

Where Applicable Law requires user consent for a revised processing activity or a material amendment, Cookify will obtain such consent before relying upon the revised processing activity.

Article 13.5 – Continued Use

Where no additional consent is legally required, continued use of the Platform after the effective date of the updated Privacy Policy constitutes acceptance of the revised Privacy Policy to the extent permitted by Applicable Law.

Article 13.6 – Periodic Review

Cookify encourages users to review this Privacy Policy periodically to remain informed of any updates.

Article 13.7 – Previous Versions

Cookify may retain previous versions of this Privacy Policy for legal compliance, audit, documentation, and evidentiary purposes, including determining which version applied at the relevant time.

Article 13.8 – Relationship with Other Documents

Updates to this Privacy Policy do not amend the Customer Terms & Conditions, the Home Chef Terms & Conditions, or other Cookify Policies unless expressly stated or required by Applicable Law.

CHAPTER 14

CONTACTING COOKIFY

Article 14.1 – Official Communication Channels

Users may contact Cookify regarding this Privacy Policy, Personal Data processing, or any privacy-related request through the official communication channels published on the Platform, website, or other authorized electronic channels.

Article 14.2 – Privacy Requests

Users may submit requests including, without limitation:

- access to Personal Data;
- correction of Personal Data;
- deletion of Personal Data;
- restriction of processing;
- withdrawal of consent, where processing is based on consent;
- objection to certain processing activities; or
- any other right available under Applicable Law.

Cookify will handle such requests in accordance with Applicable Law and this Privacy Policy.

Article 14.3 – Identity Verification

Before acting upon a privacy request, Cookify may request additional information or documentation reasonably necessary to verify the identity or legal authority of the requester in order to protect Personal Data from unauthorized disclosure.

Article 14.4 – Response Time

Cookify will respond to requests within the period required by Applicable Law or, where no statutory period applies, within a reasonable time taking into account the nature and complexity of the request.

Article 14.5 – Incomplete Requests

Where a request is incomplete, unclear, or identity verification cannot reasonably be completed, Cookify may request additional information before processing the request.

Processing of the request may be suspended until the required information is received.

Article 14.6 – Refusal of Requests

Cookify may refuse a request, in whole or in part, where permitted by Applicable Law, including where:

- compliance would conflict with legal obligations;
- compliance would adversely affect the rights or privacy of others;
- the request is manifestly excessive or repetitive; or
- compliance would impose a disproportionate burden permitted by law.

Where appropriate, Cookify will inform the requester of the reasons for refusal.

Article 14.7 – Fees

Cookify does not normally charge fees for privacy requests.

However, where permitted by Applicable Law, Cookify may charge a reasonable fee for requests that are manifestly excessive, repetitive, or unusually burdensome, provided that the user is informed in advance.

Article 14.8 – Complaints

If a user believes that Cookify has not processed Personal Data in accordance with this Privacy Policy or Applicable Law, the user may submit a complaint through Cookify's official communication channels.

Nothing in this Chapter limits the user's right to submit a complaint to a competent authority or exercise any legal right available under Applicable Law.

CHAPTER 15

FINAL PROVISIONS

Article 15.1 – Relationship with Other Documents

This Privacy Policy shall be read together with the Customer Terms & Conditions, the Home Chef Terms & Conditions, and any other applicable Cookify Policies.

Where any inconsistency relates specifically to the processing of Personal Data, this Privacy Policy shall prevail to that extent unless Applicable Law requires otherwise.

Article 15.2 – Severability

If any provision of this Privacy Policy is held to be invalid, unlawful, or unenforceable under a final court judgment or Applicable Law, the remaining provisions shall remain valid and enforceable to the fullest extent permitted by law.

Article 15.3 – No Waiver

Any failure or delay by Cookify in exercising any right, power, or remedy under this Privacy Policy or Applicable Law shall not constitute a waiver of that right unless expressly agreed in writing.

Article 15.4 – Electronic Records

The user acknowledges that the electronic version of this Privacy Policy, together with any related electronic notices, records, or consents, shall have the legal validity recognized under Applicable Law.

Article 15.5 – Language

Cookify may provide this Privacy Policy in multiple languages for convenience.

In the event of any inconsistency between the Arabic version and any translated version, the **Arabic version shall prevail**, unless Cookify expressly states otherwise or Applicable Law requires otherwise.

Article 15.6 – Survival

Any provision of this Privacy Policy that by its nature or express wording is intended to survive termination of the user's Account or use of the Platform shall remain in full force and effect, including provisions relating to information security, data retention, dispute resolution, legal compliance, and other continuing obligations.

Article 15.7 – Applicable Law

This Privacy Policy shall be interpreted and applied in accordance with the laws governing the processing of Personal Data, without prejudice to any mandatory legal provisions or jurisdictional requirements applicable under relevant law.

Article 15.8 – Effective Date

This Privacy Policy shall become effective on the date specified by Cookify upon publication and shall remain in force until amended or replaced in accordance with its terms and Applicable Law.