

# Privacy Policy

*Effective Date: 8/1/2024*

Welcome to CARI (“we,” “us,” or “our”). At CARI, we are committed to protecting your privacy and ensuring a safe and secure experience when using our campus delivery app. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information. By using our app, you agree to the practices described in this policy.

## 1. Information We Collect

**1.1 Personal Information** When you create an account or use our services, we may collect personal information such as:

- Name
- Email address
- Phone number
- Campus ID or student/staff number
- Delivery address

**1.2 Payment Information** To process transactions, we may collect payment information including credit/debit card details or other payment methods. This information is processed securely by our payment service providers.

**1.3 Usage Data** We collect information about your interactions with our app, including:

- IP address
- Device information
- Browser type
- Usage patterns
- Order history

**1.4 Location Data** With your consent, we may collect location data to provide accurate delivery services and improve the functionality of the app.

## 2. How We Use Your Information

We use the information we collect for the following purposes:

- To process and manage your orders and deliveries
- To communicate with you regarding your orders, account, and updates
- To process payments and handle billing issues
- To improve our services and user experience
- To comply with legal obligations and enforce our Terms of Service
- To send you promotional offers and updates, if you have opted in to receive them

### 3. How We Share Your Information

We may share your information in the following circumstances:

- **Service Providers:** We may share your information with third-party service providers who assist us in delivering our services, such as payment processors and delivery partners.
- **Legal Requirements:** We may disclose your information if required to do so by law or to respond to legal processes or requests.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our business, your information may be transferred as part of the transaction.

### 4. Data Security

We implement reasonable security measures to protect your information from unauthorized access, use, or disclosure. However, no system is completely secure, and we cannot guarantee the absolute security of your data.

### 5. Your Choices

**5.1 Access and Update** You can access and update your personal information through your account settings in the app.

**5.2 Opt-Out** You can opt out of receiving promotional communications from us by following the unsubscribe instructions provided in those communications or adjusting your notification preferences in the app.

**5.3 Location Data** You can enable or disable location services through your device settings. Note that disabling location services may affect the functionality of certain features of the app.

### 6. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience with our app. Cookies help us remember your preferences and improve the functionality of the app. You can manage cookie settings through your browser, but disabling cookies may impact the app's performance.

### 7. Children's Privacy

Our services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected information from a child under 13, we will take steps to delete such information.

### 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be effective when posted in

the app or on our website. Your continued use of CARI after such changes constitutes your acceptance of the updated policy.

## **9. Contact Us**

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at the email [contact.caridelivery.com](mailto:contact.caridelivery.com) or 248-872-1729.

Thank you for using CARI. We value your trust and are committed to protecting your privacy.

*By using CARI, you acknowledge that you have read, understood, and agreed to this Privacy Policy.*