

Last Updated: July 24, 2025

We at From the Restaurant Corp or our affiliates (“FTR,” “we,” “us,” or “our”) have created this privacy policy (this “Privacy Policy”) because we know that you care about how information you provide to us is used and shared.

The website or mobile application that you are visiting was created as part of the technological services we provide to the restaurant (the “Services”). **If you have any questions about a food order, the staff, the restaurant, or its services (e.g., hours of operation, location, menu items), please contact the restaurant directly.** The restaurants available on our Sites operate independently and have entered into agreements with us to provide the food and delivery services available on the Sites. We do not have any ownership in the restaurants. We do not have an employee-employer, joint venture or partnership relationship with the restaurant. There is no legal or employment relationship between the restaurant’s employees, staff or personnel (the “Restaurant Staff”) and us. No labor relationship exists between us and the Restaurant Staff, nor may it be understood that a partnership or association is formed, not even de facto.

We wish to ensure compliance with applicable laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and provincial laws. This Privacy Policy therefore relates to our information collection and use practices in connection with your use of our website features and services when you visit or use fromtherestaurant.com or our applications for mobile devices (collectively, the “Sites”). By visiting and/or using the Sites, you are agreeing to the terms of this Privacy Policy. When you provide us with any Personal Information (as defined below), you consent to our collection, use, disclosure, and retention of your information in accordance with this Privacy Policy and as otherwise permitted by law.

THE INFORMATION WE COLLECT

1. PERSONAL INFORMATION

FTR provides services and technology solutions to enable restaurants to process orders online for delivery or take away. Therefore, when you use the Sites to submit an order, you will be required to provide us with personal information about yourself, such as your name, address, phone number and e-mail address (collectively, the “Personal Information”) for purposes of processing such orders. You may also provide us with sensitive or health data relating to allergies or other conditions if you disclose such information in the free-text fields made available to you for special instructions. We do not collect any Personal Information from you when you use the Sites unless you provide us with the Personal Information voluntarily (for example, by placing an online order). To enjoy certain services offered on the Sites, it is mandatory to provide Personal Information. Not providing the requested information or not accepting this Privacy Policy means that you will not be able to participate in receiving such services.

2. BILLING INFORMATION

In order to submit orders through the Sites, you will be required to provide certain information to our credit card processing partner (currently, Stripe) in addition to the Personal Information noted above. Such information may include a debit card number, credit card number, billing address, and similar information (collectively, the “Billing Information”).

3. GEOLOGICAL INFORMATION

In order to provide access to the Sites while you are using a mobile device, we may automatically collect geolocational information from your mobile device, your wireless carrier, or certain third-party service providers ("Geolocational Information"). Collection of such Geolocational Information occurs only when the Site is running on your mobile device. You may control the collection of geolocational information through the user settings on your device. You may decline to allow us to collect such Geolocational Information, in which case FTR will not be able to provide certain services to you. Because your Geolocational Information is subject to abuse by others, please be sure to manage your mobile device and privacy preferences on the Sites on an ongoing basis.

4. OTHER INFORMATION

In addition to the Personal Information, the Billing Information, and the Geolocational Information, we may collect additional information (collectively, the "Other Information"). Such Other Information may include:

From You. Additional information about yourself that you voluntarily provide to us, such as your food orders.

From Your Activity. Information that we automatically collect when you use the Sites, such as the device from which you access the Sites, your IP addresses, browser type and language, referring and exit pages and URLs, date and time, amount of time spent on particular pages, what sections of the Sites you visit, what you order and from which restaurants, and similar information concerning your use of the Sites.

From Cookies. Information that we collect using "cookie" technology. Cookies are small packets of data that a website stores on your computer's hard drive so that your computer will "remember" information about your visit. There are a number of different types of cookies; however, our Sites only use "functionality" cookies. These are cookies that ensure that certain parts of the Sites work correctly and that your user preferences continue to be remembered (e.g., storing address information you enter and for storing restaurants that you have visited to assist in return navigation). By placing functional cookies, we make it easier for you to visit the Sites. If you do not want FTR to place a cookie on your hard drive, you may be able to turn that feature off on your computer or mobile device. Please consult your internet browser's documentation for information on how to do this. However, if you decide not to accept cookies from us, the Sites may not function properly.

ACCESSING AND MODIFYING PERSONAL INFORMATION AND COMMUNICATION PREFERENCES

If you have used the Sites to place an online order, you may access, review, and make changes to your Personal Information and certain Other Information by following the instructions found on the Sites. You cannot opt out of receiving transactional e-mails related to the orders you place using the Sites. You can, however, opt-out of marketing emails and we will use commercially reasonable efforts to process such requests in a timely manner. You should be aware, however, that it is not always possible to completely remove or modify information in our subscription databases. In such case, we will provide you the reason why the modification or removal was not possible if you inquire through e-mailing support@foxordering.com.

HOW WE USE AND SHARE INFORMATION

We use the Personal Information and the Other Information to provide you access to and use of the Sites, solicit your feedback, inform you about our products, services and promotional programs if you opt into such services, and to improve our service to you. We do not use your Personal Information for automated decision-making or profiling purposes. We use the Billing Information to process your orders, and we use the Geolocational Information to recommend nearby restaurants to you. We do not save your credit card information in our system. We may share Personal Information, Billing Information, Geolocational Information, and/or Other Information as described below.

In order to provide you our services, we need to share your name, email address, phone number, meal order, customer ID, and delivery address with the restaurants from which you order and with any third parties that are involved in, or provide services in connection with, such orders, such as third-party delivery services (if applicable), credit card processors, licensees of the Sites, third party agents, service providers and contractors for the purpose of providing services to us, and similar parties. Your Personal Information, Billing Information, Other Information and/or Geolocation Information may also be shared with affiliates, subsidiaries or parent companies of FTR such as Hashtag Applications, LLC. Such parties will use such information in accordance with the terms of their privacy policies. However, we will not sell your data to third parties for marketing purposes.

We seek to ensure the security of Personal Information when sent outside our company and require that third-party service providers agree to respect confidentiality and take measures to protect personal data as required by data privacy regulations.

To administer our rewards and promotional programs, we may share your Personal Information and Other Information with the restaurants from which you order and delivery services that deliver your orders.

In an ongoing effort to better understand our users and our Sites, we might analyze the Other Information and the Geolocational Information in aggregate form to operate, maintain, manage, and improve the Sites. This aggregate information does not identify you personally. We may share this aggregate data with our affiliates, agents, and business partners. We may also disclose aggregated user statistics in order to describe our products and services to current and prospective business partners and to other third parties for other lawful purposes.

We may employ other companies and individuals to perform functions on our behalf. Examples may include providing marketing assistance, order fulfillment, billing, and customer service. These other companies will have access to the Personal Information, the Billing Information, the Geolocational Information, and the Other Information only as necessary to perform their functions and to the extent permitted by law.

As we develop our businesses, we might sell or buy businesses or assets. In the event of a corporate sale, merger, reorganization, sale of assets, dissolution, or similar event, the Personal Information, Billing Information, Geolocational Information, and Other Information may be part of the transferred assets.

To the extent permitted by law, we may also disclose Personal Information, the Billing Information, the Geolocational Information, and the Other Information when required by law, court order, or other

government or law enforcement authority or regulatory agency, or whenever we believe that disclosing such information is necessary or advisable, for example, to protect the rights, property, or safety of FTR or others.

We will take reasonable measures to require that the party receiving any of your Personal Information undertakes to: (i) retain and use such information only for the purposes set out in this Privacy Policy; (ii) not disclose your Personal Information except with your consent, as permitted by law, or as permitted by this Privacy Policy; and (iii) generally protect the privacy of your Personal Information.

HOW WE PROTECT AND STORE YOUR INFORMATION

We take commercially reasonable steps to protect the Personal Information, the Billing Information, the Geolocation Information, and the Other Information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. We securely store Personal Information at third-party hosting facilities that are market leaders who adhere to best practices for security on the premises and virtually. Please understand, however, that no security system is impenetrable. We cannot guarantee the security of our databases, nor can we guarantee that the information you supply will not be intercepted while being transmitted to and from us over the internet. In particular, email sent to or from the Sites or to our support email may not be secure, and you should therefore take special care in deciding what information you send to us via e-mail. The Personal Information processed in connection with this Privacy Policy, including, without limitation, by us and/or our third-party service providers, may be stored and processed on systems and servers and accessed by persons and parties, located outside of the jurisdiction where you live including, without limitation, outside of Canada (including outside of the province in which you live), including storing, accessing, and processing the Personal Information in the United States and other global locations whose data protection laws may differ from those where you live.

The processing of data will continue for the time necessary to fulfill the purpose of its collection, as well as for compliance with the legal obligations arising from such processing. In general, if you create an account, your Personal Data will be maintained as long as the account is active so that we can continue to provide services to you. In the event the account becomes inactive and no orders are placed for a period of one year, the Personal Information will thereafter be deleted following the expiration of the time period for consumer disputes. If no account is created, the Personal Information will be deleted following the expiration of the time period for consumer disputes. Personal Information may be held longer if we reasonably anticipate needing it for a legitimate business purpose.

CHILDREN

We do not knowingly collect Personal Information from children under the age of 13 through the Sites. If you are under 13, please do not give us any Personal Information. We encourage parents and legal guardians to monitor their children's internet usage and to help enforce our Privacy Policy by instructing their children to never provide us Personal Information without their permission. If you have reason to believe that a child under the age of 13 has provided Personal Information to us, please contact us, and we will endeavor to delete that information from our databases.

YOUR PRIVACY RIGHTS AND CHOICES

Depending on your jurisdiction, you or your authorized agent may exercise the following rights, subject to certain exceptions and restrictions:

1. **Deletion.** You may have the right to ask us to delete your Personal Information, although this may impact your ability to use the Sites. Please note that we may retain some Personal Information to the extent permitted or required by applicable law.
2. **Correction.** You may have the right to request that we correct, rectify or update inaccurate Personal Information that we hold about you.
3. **Access/Portability.** You may have the right to request access to your Personal Information (including the categories of third parties have received it) and receive it in a portable format. This right includes the ability to confirm whether we have processed any Personal Information about you.
4. **Right to Withdraw Consent.** You have the right to withdraw consent when consent is legally required (subject to our legal or contractual restrictions and reasonable notice). If you withdraw consent, we may not be able to provide certain services to you.
5. **Right to Appeal.** You may have the right to appeal decisions that we make with regards to a rights request.

We reserve the right to deny your request if we cannot verify your identity or if any exception or restriction applies.

If you wish to exercise any of your rights, please send an e-mail to support@foxordering.com or write to us at:

From the Restaurant Corp
2601 Matheson Blvd E, 17,
Mississauga, Ontario, Canada, L4W 5A8

In addition, FTR does not monitor, recognize, or honor any opt-out or do not track mechanisms, including general web browser “Do Not Track” settings and/or signals.

EXTERNAL WEBSITES, GOOGLE WALLET, AND APPLE PAY

The Sites may contain links to third-party websites. FTR has no control over the privacy practices or the content of any of our business partners, advertisers, sponsors, or other websites to which we provide links. As such, we are not responsible for the content or the privacy policies of those third-party websites. You should check the applicable third-party privacy policy and terms of use when visiting any other websites.

Please be advised that your use of Google Wallet or Apple Pay is subject to the terms and conditions, including the privacy policies, of Google and Apple, respectively.

CHANGES TO THIS PRIVACY POLICY

This Privacy Policy is effective as of the date stated at the top of this Privacy Policy. We may change this Privacy Policy from time to time, and will notify you of such changes (e.g., posting any changes on the Sites, emailing you, or prompting you via a popup). By accessing the Sites after we notify you of such

changes to this Privacy Policy, you are deemed to have accepted such changes. Please refer back to this Privacy Policy on a regular basis