

PRIVACY POLICY – TADAO / GIFT BOWLS SRL

1. Identification of the Controller

Your personal data is processed by:

GIFT BOWLS SRL (commercial name: **TADAO**)

Registered address: Rue Francart 14, 1050 Ixelles, Belgium

Company number: BE0719.264.797

Email: info@tadaopoke.cool

TADAO uses **EasyOrder** as its technical webshop provider.

2. Definitions

- **Customer:** any natural or legal person placing an Order through the Platform.
- **Order:** any purchase made via the Platform.
- **Agreement:** the contract between TADAO and the Customer relating to an Order.
- **Platform:** the EasyOrder system and all related apps and tools.
- **Platform Services:** all technical and commercial services enabling Order placement, confirmation and transmission.
- **Online Shop:** the digital shop operated by TADAO.

3. Your privacy and data protection

TADAO attaches great importance to your privacy and the security of your personal data. This Policy explains how your data is collected, used, stored and protected.

4. Personal Data We Collect

We collect personal data in two ways:

A. Data provided directly by the Customer

- Email address
- First and last name
- Phone number
- Company name (if applicable)
- Address: street, number, city, postal code, country
- Delivery or billing details
- Order history

B. Data collected automatically

Through cookies, logs and browser interactions:

- IP address
- Browser type and device type
- Operating system
- Access times
- Pages visited
- Interaction with emails (open rates, click tracking)

This enables us to:

- ensure proper functioning of the Platform,
- improve user experience,
- maintain system security,
- compile anonymized analytics.

5. Purpose of Processing

We use your personal data for the following purposes:

A. Execution of the Agreement

- creating and managing your Customer account,
- processing Orders,
- delivery or collection of Orders,
- providing customer service,
- sending order confirmations and notifications.

B. Legitimate interests

- improving our services and Platform,
- preventing fraud or misuse,
- ensuring technical stability.

C. Compliance with legal obligations

- accounting requirements,
- food traceability obligations.

We **never sell** your data and we never share it with third parties for marketing without your explicit consent.

6. Sharing Personal Data with Third Parties

Your data may be transferred to:

- **EasyOrder**, to operate the technical webshop,
- delivery partners,

- payment service providers,
- IT or security providers working under strict contracts.

These third parties process your data **only under TADAO's instructions**, with appropriate security measures.

Some data may be transferred outside the EU. In such cases, TADAO ensures that equivalent protection is guaranteed (standard contractual clauses).

7. Retention Period

We retain your personal data only as long as necessary:

- Customer account: **up to 2 years after the last order**
- Orders: **kept for 1 year** before being archived
- Legal obligations (invoices): **minimum 7 years** (Belgian tax law)

You may request account deletion at any time: info@tadaopoke.cool

8. Security Measures

Your data is stored on secure servers.

We use:

- encryption (including for payment data),
- secure transmission protocols,
- restricted access,
- monitoring and intrusion prevention tools.

Despite these measures, no online system is 100% secure; transmission is at your own risk.

9. Cookies

Our Platform uses cookies to:

- improve site functionality,
- store login preferences,
- analyse usage,
- personalise the customer experience.

You may disable cookies in your browser, but some Platform features may not function properly.

10. Your Rights

Under GDPR, you have the right to:

- access your data,
- request corrections,
- request deletion,
- restrict or object to processing,
- request a copy of your data (data portability).

You may exercise these rights by contacting: info@tadaopoke.cool

11. Changes to This Policy

TADAO may update this Privacy Policy at any time.

The updated version will be posted on the Platform.

Continued use of the Platform indicates acceptance of the revised terms.

12. Governing Law

This Policy is governed by Belgian law.

Disputes fall under the jurisdiction of the Courts of Brussels.